

Internship Report On
“A Study on Recruitment and
Selection Process
of
The ACME Laboratories LTD.”

Prepared By,
Tanvir Sikder Rono
ID: 09204065
BRAC Business School
BRAC University

**“A Study on Recruitment and
Selection Process of The ACME
Laboratories”**



*The **ACME** Laboratories Ltd.*

The recruitment and selection process of The ACME Laboratories LTD.



Submitted to

Afsana Akter

Assistant Professor

BRAC Business School

BRAC University

Submitted by

Tanvir Sikder Rono

ID: 09204065

BRAC Business School

BRAC University

Letter of Transmittal

Afsana Akter

Assistant Professor

BRAC Business School

66 Mohakhali

Dhaka-1212

Dear Madam,

With due respect and great pleasure I submit my internship report on The ACME Laboratories Ltd. The twelve-week internship program was a great experience to me as it provided me with wide exposure to the professional environment. The topic of my report is “Recruitment and Selection process of The ACME Laboratories Ltd”. My main focus of the study is to understand the procedure of Recruitment and Selection process of The ACME Laboratories Ltd.

I have tried my level best to follow the guidelines that you have provided. The whole experience of this Internship Program enabled me to get an insight into the real life situation as well as corporate world.

I will be always available for answering any queries on the paper. Any sort of query or any criticism on this report will be beneficial for me, as it will give me the opportunity to learn more and enrich my knowledge. I hope you will consider the mistakes that may take place in the report in the spite of my best effort.

Sincerely,

Tanvir Sikder Rono

Date

Acknowledgement

The successful accomplishment of this project work is the outcome of the contribution of number of people, especially those who have given the time and effort to share their thoughts and suggestions to improve the report. At the very beginning I would express my deepest gratitude to Almighty Allah for giving me the strength and the composure to finish the task within the scheduled time.

I would like to express my appreciation to my internal supervisor, Afsana Akter, Assistant Professor, BRAC Business School, BRAC University for providing me all the guidance and support that I needed mostly.

This was really a good way of learning and I really appreciate her efforts towards giving me proper line directions.

I would like to thank Mr. A. K. M. Moshir Rahman, Head of HR and PPIC, The ACME Laboratories Ltd, Tushar Kanti Kundu, Assistant General Manager, HR, The ACME Laboratories Ltd, Mr. Saidur Rahman, Senior Manager, Recruitment and Talent Management, The ACME Laboratories Ltd, Mr. Md Belayet Hossain, Sr. Executive, The ACME Laboratories Ltd for rendering their valuable time and providing me with information that was very much needed in order to successful completion of this report.

Finally, my sincere gratitude goes to my family and friends for supporting me, sharing their thoughts and giving me the moral support during the preparation of this report.

Table of Contents

| S.L No | Topic | Page No |
|--|---|----------------|
| Chapter 1 Introduction | | |
| 1. | Origin of the Report | 2 |
| 1.1 | Aim and Objective of the report | 2 |
| 1.2 | Methodology | 2 |
| 1.3 | Limitation | 3 |
| Chapter-2 About The Oraganization | | |
| 2. | Introduction | 5 |
| 2.1 | Top pharmaceutical companies of Bangladesh | 5 |
| 2.2 | Organization history | 6 |
| 2.3 | Vision, Mission and Company's goal | 7 |
| 2.4 | Brief about the division of The ACME Laboratories Ltd | 8 |
| 2.5 | Quality policy of ACME | 10 |
| 2.6 | Quality assurance | 11 |
| 2.7 | Export | 11 |
| 2.8 | Code of conduct | 12 |
| 2.9 | Main spotlight of The ACME Laboratories Ltd | 13 |
| 2.10 | Some products name of The ACME Laboratories Ltd | 14 |
| 2.11 | Board of directors | 15 |
| 2.12 | Sales and Distribution Channel of The ACME Laboratories Ltd around the country | 16 |
| 2.13 | Other strategic business units of ACME | 17 |
| 2.14 | Historical achivements | 17 |
| 2.15 | Company profile | 18 |
| 2.16 | Organizational structure of The ACME Laboratories Ltd. | 19 |

| | | |
|---|---|-----------|
| Chapter-3 My internship at The ACME Laboratories Ltd | | |
| 3. | My internship at The ACME Laboratories Ltd | 21 |
| 3.1 | Description of the Job | 21 |
| 3.2 | Observation | 25 |
| 3.3 | Lesson learned from internship program | 26 |
| Chapter-4 Recruitment and Selection process | | |
| 4. | Human Resource Division of The ACME Laboratories Ltd. | 28 |
| 4.1 | HR functions | 28 |
| 4.2 | The structure of HR division | 29 |
| 4.3 | Recruitment and selection process of The ACME Laboratories Ltd. | 29 |
| 4.4 | Recruitment and selection process of SPR and MR | 39 |
| 4.5 | Recruitment and selection process of SPR and MR in flowchart | 42 |
| Chapter-5 Finding and Analysis | | |
| 5. | Finding and Analysis | 44 |
| 5.1 | SWOT analysis | 44 |
| 5.2 | Major findings of the study | 46 |
| 5.3 | Differences between Recruitment and Selection process of “SPR and MR” and others | 47 |
| Chapter-6 Recommendation and Conclusion | | |
| 6. | Suggestion for improvement | 49 |
| 6.1 | Conclusion | 50 |
| References | | 51 |
| Abbreviations | | 52 |
| Appendix | | 53 |

Executive Summary

This is internship report based on the three months period internship program that I had successfully completed in The ACME Laboratories Ltd under Human Resource Division from 01.09.2013 to 30.11.2013 as a requirement of my BBA program on BRAC Business School, BRAC University. Established in 1954, The ACME Laboratories Ltd is a pharmaceutical organization which manufactures and exports medicine.

The objective of the report is to identify how theories and concepts are discussed in my educational program can be practiced in the aspect of recruitment and selection process at a pharmaceutical organization in Bangladesh.

As usual, primary data and secondary data were used to prepare this report. Primary data came from my day to day observation and interviewing employees. Secondary data was collected by Organization employee hand book, website, and relevant books. I tried to minimize to bias and produce an unbiased report.

The ACME Laboratories Ltd is one of the top listed pharmaceutical organizations in Bangladesh because of their high performance driven. Their exclusive HR practices help them to achieve their goals. Hence, the management development programs are introduced to update their employees. This report tried to look on how and why recruitment and selection process have done. This report also shows my observation on recruitment and selection process. This report provides some recommendation which may help to improve their process.

Finally, the report allows focusing on theories and concepts used in The ACME laboratories Ltd to relate with academic purpose.

Chapter 1

Introduction



1. Origin of the report:

The Internship report is prepared for making a study on “Recruitment and Selection Process at The ACME Laboratories Ltd.” It is required to perform internship project for completing of BBA program at BRAC University.

The guideline and preparation of the report was supervised and directed by Afsana Akter, Assistant Professor, at BRAC University and I am thankful to her for assigning this project.

1.1 Aim and objective of the report:

The major aim of the report is to recognize and identify how theories and concepts discussed in the BBA program can be applied in the aspect of Recruitment and Selection process at an organization in Bangladesh.

The objectives of the report is

1. Describe the organization and explain the scope of work in recruitment and selection Process.
2. To experience different recruitment and selection activities which are followed by The ACME Laboratories Ltd.
3. Recognize and identify how theories and concepts that covered in BBA program are applied in recruitment and selection process.
4. Propose suggestions and recommendations for the practitioners the can help management further to apply best practices in human resource management in the organization.

1.2 Methodology

The report is prepared based on using primary and secondary data resources. Primary data was collected by observing organization’s recruitment and selection process, interviewing employees while working as intern in Human Resource Division at The ACME Laboratories Ltd. The duration of internship was 1st September 2013 to 28th November 2013.

Secondary data was collected by Organization employee hand book, website, and relevant books.

1.3 Limitation:

The major limitations that I faced during my internship period and preparation of this report are as follows:

1. Employees are not allowed to provide sensitive and depth information.
2. The main constraint of the study was insufficient access to information which has significantly disturbed the scope of the analysis that is required for the study.
3. As the employees were busy with their own duty, they could give me little time for consultation.
4. Time restriction is another important for limitation of study.
5. Published information is not up to date

Chapter 2

About The Organization



2. Introduction

In Bangladesh, The pharmaceuticals industry is one of the most successful regions within country's economy. In 2000, there were 210 licensed allopathic drug-manufacturing units in the country, out of which only 173 were in active production. Others were either closed down because of their own reason or panelized by the licensing authority for drugs due to non compliance to good manufacturing practices or not practicing drug laws. About 5600 Brands were manufactured by this industry. There were 1,495 wholesale drug license holders and about 37,700 retail drug license holders in Bangladesh. Recent development of this sector, now the industry is exporting medicines to the European market as well as global markets. This sector is also giving 97% of the total medicine need of the home market. Several of the companies produce insulin, hormones, and anticancer drugs, which were not previously produced in Bangladesh. Leading pharmaceutical companies are expanding their business with the aim to expand into the export market.

2.1 Top pharmaceutical companies of Bangladesh

1. Square Pharmaceuticals Ltd.
2. Incepta Pharmaceuticals Ltd.
3. Beximco Pharma ltd.
4. Opsonin Pharma Ltd.
5. ESkayef Bangladesh Ltd.
6. Renata Ltd (Pharmaceuticals)
7. Ibn Sina
8. Acme Laboratories Ltd
9. ACI Ltd. (Pharmaceuticals)
10. Aristopharma Ltd.
11. Drug International Ltd.
12. Sanofi Aventis
13. Glaxosmithkline
14. Orion pharma bangladesh

2.2 Organization history

The ACME Laboratories Ltd is the one of the largest manufacturer and exporter of human, herbal and animal health. The journey of The ACME Laboratories Ltd. started from 1954. This organization was conceived to produce ethical drugs. It began with producing a few oral liquid products. Late Hamidur Rahman Sinha was the founder of the organization. He was main the main visionary of the organization since its beginning.

The ACME Laboratories Ltd is a private Ltd company duly registered with the register of joint stock companies and firms of the Government of People's of Bangladesh. ACME was founded in 1954 as a sole proprietorship business and subsequently converted into a private Ltd company in the year 1976.

End of 1983, commercial operation at the new plant was ready with sophisticated and advanced facilities at Dhamrai. Many problems and challenges were faced and overcome successfully to turn the organization form a small unit to enormous size.

ACME constantly seeks to enlarge its production facilities, add employees and boost it sales and marketing efforts. It has also endeavored to strengthen its network of international marketing operation to export it products abroad.

At present, ACME's product lines contain three categories. These are allopathic, herbal and animal health. Each category contains various products. The main activities of ACME are to contract manufacturing, sales and distribution. It's headquarter is at Kallyanpur Dhaka. Its plant is located at Dhamrai, about 40km N.W. of Dhaka. Now it is exporting medicine to 16 countries including Sri Lanka, Nepal, Myanmar, Philippine, Afghanistan, Hong Kong.

The ACME Laborites Ltd is one of the largest exporters of human, herbal and animal health pharmaceuticals products in Bangladesh. The ACME Laborites Ltd has achieved an average growth rate of 25 percent compared to 13 percent registered by the pharmaceuticals sector of the country.

2.3 Vision, Mission and Company's goal

Vision

Vision is the ultimate goal of an organization. The Vision of The ACME Laboratories Ltd:

“To ensure Health, Vigor and Happiness for all”

By using their innovation ACME permanently wants to establish as a one of the best pharmaceuticals company.

Mission

The mission statement of The ACME Laboratories Ltd is: **“Our holistic approach is to ensure Health, Vigor and Happiness for all by manufacturing medicines of the highest quality at affordable prices and reaching out even to the remotest areas by proper distribution network. We view ourselves as partners with doctors, our customers, our employees and our environment.”**

Company's goal

The ACME Laboratories Ltd is committed to maintain state of the art manufacturing facilities for ensuring best quality products to the customers. The company is devoted to increase sale growth, increase productivity, and improve company image and customer satisfaction and ensuring continuous improvement.

2.4 Brief about the division of The ACME Laboratories Ltd:

2.4.1 Marketing Division:

There are two parts in marketing division. These are

- 1) Human
- 2) Veterinary

There are 400 medicines about human. Marketing division (Human) operates in the market armed with 1800 (approximately) highly skilled employees with a vision of taking hold of the major market share. It also began the production of medicine about animal health in 1999 and since then veterinary section of The Acme Laboratories Ltd is relentless to meet the rapidly growing market demand.

2.4.2 International Business Division:

The success in domestic market promoted The ACME Laboratories Ltd to explore the international market with quality products.

2.4.3 PPIC Division:

PPIC stands for planning, procurement, inventory and controlling. This division plays vital role in planning, developing and implementing procurement policies and strategies and manages inventory of the products by analyzing marketing demand and production requirement.

2.4.4 Accounts and Finance Division:

Accounts and finance division controls all accounting practices such as budgeting, treasury financial reports, tax and VAT functions and so on. Most importantly, it develops and maintains system of internal controls to safeguard all financial assets of The ACME Laboratories Ltd.

2.4.5 HR Division:

HR division handles the process and procedure about employees. Through this division, it gathers appropriate employees, trains them to adjust with employees and puts them into right places. It also handles legal aspects of employees about The ACME Laboratories Ltd.

2.4.6 Internal Audit Division:

Internal Audit division implements internal audit process throughout the organization based on yearly audit plan also carry out other audit assignments to evaluate the compliance and internal control system.

2.4.7 IT Division:

IT Division at The ACME Laboratories Ltd is working together with all functions of the company and its sister concerns since 1992 to assist all units in achieving their day to day deliverables using.

2.4.8 QMS Division

QMS stands for quality management system. This division contributes in successfully leading and operating the organization and its processes through managing in a systemic and visible manner as per international standard.

2.4.9 Production Division (Human)

Tablet, Capsule, Injections, Liquid, Dry Syrup, Cream and Ointment, Inhaler, Eye/Ear Nozzle Drops, Suppository and Packing Department comprise ACME's production division.

2.4.10 Production Division (Veterinary)

Veterinary production division started its functions as a section of manufacturing department in the middle of 1999. The starter products were Pemix, WSP and Oral Liquid Preparation. At present it produces dosages forms like Injection, Oral Liquid Preparations, Bolus, Pemix and WSP with huge number of product lines.

2.4.11 Production Division (Herbal and Ayuervedic)

Herbal and Ayurvedic Division emerged as a section of manufacturing department in the year 2003 and after meeting all regulatory requirements production and marketing of Ayurvedic items started in the same year.

2.4.12 Quality Operation Division:

The ACME Laboratories Ltd's quality operation division is responsible for constant monitoring of the components to be used in different production stage of any medicine which are equipped with modern instruments and calibration process. ACME's research and development is under the umbrella of quality operation division.

2.4.13 Engineering Division:

Engineering division plays a vital role for installation and maintenance of production machineries as well as other civil construction at the factory premises. A Team of skill engineers are ready to ensure smooth production by their technical assistances.

2.4.14 Factory ADMIN Division:

Factory Admin plays a vital role in order to carry factories' day to day operation. They are responsible for disbursing the salary of daily workers, maintenance and management of factory premises, machineries, factory transportation, canteen, security of factory and other administrative issues.

2.5 Quality policy of ACME

- Absolute commitment to the highest standard quality product and service
- Improve market share and productivity
- The organization has adopted ISO 9001
- The quality management system shall be resourced with competent personnel, suitable premises and up to date technology

2.6 Quality assurance

ACME's stated belief that, "No compromise on quality can be made in a business that involves human lives" is cornerstone of the company's quality assurance program. The company has maintained ISO-9001 and WHO CGMP standards. Acme's quality assurance department is prepared with best trained and most qualified employees and most up to date machineries. All practices about testing, sampling and inspecting products are plainly approved, implanted and clearly documented. Through training program, it makes employees and workers updated and ensures about quality.

2.7 Export:

The success of The ACME Laboratories Ltd in the domestic market promoted it to explore the international market as well. In 1995 it started its first journey to global operation by exporting medicine to Bhutan. Since then it has been expanding worldwide. The volume of sales increased substantially with an average growth rate of 50 percent every year. The ACME Laboratories Ltd is exporting medicines to several countries in neighboring countries Sri Lanka, Nepal, Myanmar, Philippine, Afghanistan and Hong Kong.

2.8 Code of conduct:

2.8.1 Workplace attire (Dress code)

| Male | Female |
|--|---|
| <ul style="list-style-type: none">• Tucked in long shirt (may wear half shirt during summer)• Pant (formal)• Jacket/Blazer/Suit/Sweaters (when and where required) | <ul style="list-style-type: none">• Salwar Kameez/ Saree• Formal Footwear• Jacket/Shawl/Sweaters(when and where required) |

- Considering the job nature and relevance, employee, employee may require wearing tie.

2.8.1 Conversational etiquette:

Employee's conversation or communication with his/her peers, customers, supervisors or vendors should be formal avoiding any kind of local colloquial diction.

2.8.2 Use of telephone:

Employees are discouraged to make personal phone calls during the office hour by using official phone/ personal cell phone. However they may make such calls during the breaks. All employees should always keep their voice low while talking over phone so that it does not distract their peers.

2.8.3 Use of company property:

While using company's property employee has to be very careful about that property as well as himself / herself.

2.8.4 Use of computer:

Employees should be cautious while using computer and must abide by the "IT security policy" which has been uploaded in the ACME intranet for details information (www.acmeims.com/acmeitsecurity.htm)

2.8.5 Personal property:

Employee must keep his/her personal thing in safe place. If anything is lost/ misplaced from his/her desk, ACME is not liable for that.

2.8.6 Smoking:

ACME's premise has been decaled a non-smoking zone. Employees who prefer to smoke are advised to use designed place for smoking. Cooperation of all in this regard is highly appreciable.

2.8.7 Clean Desk/Work Station:

Employees' desks must be kept neat and tidy and all unnecessary papers and files should be removed. Confidential documents are kept in right place before leaving their desks.

2.8.8 Access to the colleague's desks/PC:

Without permission, Employees should not touch/go through their peer's documents whether it is hard/ soft copy

2.9 Main spotlight of The ACME Laboratories Ltd:

- Sophisticated manufacturing facilities in a state of the art factory.
- ISO 9001:2008 certified company
- Strict adherence to WHO cGMP.
- Perpetual quest for excellence in quality product and service.
- Developing health care awareness serving the community since 1954

2.10 Some products name of The ACME Laboratories Ltd

- Neotrax (Tablet and Syrup)
- Gintonic (Capsule)
- Menotox (Liquid)
- Genta (Injection)
- Mariment (Ointment)
- Megafil 10 MG (Tablet)
- Tracid Vet 10 ML (Injection)
- Norfloxacin (Liquid)
- Ciprofloxacin (Liquid/Bolus/Injection)



2.11 Board of directors

1. Mr. Nasir- Ur- Rahman Sinha (Chairman)
2. Mr. Mizanur Rahman Sinha (Managing Director)
3. Mr. Jabil R. Sinha (Deputy Managing Director)
4. Mr. Afzalur Rahman Sinha (Deputy Managing Director)
5. Ms. Tasneem Sinha (Director)
6. Mr. Rezaur Rahman Sinha (Director)
7. Mr. Ansar Uddin Sinha (Director)
8. Mr. Sabrina Sinha (Director)
9. Mr. Tanveer Sinha (Director)
10. Ms. Sylvana Sinha (Director)
11. Mr. Motiur Rahman Sinha (Director)
12. Mr. Fahim sinha (Director)
13. Mr. Mohammad Dabir Uddin (Executive Director-Factory)
14. Mr. Hasibur Rahman (Executive Director-Corporate Office)

2.12 Sales and Distribution Channel of The ACME Laboratories Ltd around the country:

The ACME Laboratories Ltd has 19 sales and distribution center around the country. They are given below

- 1) Rangpur Sales Center
- 2) Bogra Sales Center
- 3) Rajshahi Sales Center
- 4) Jessore Sales Center
- 5) Khulna Sales Center
- 6) Barisal Sales Center
- 7) Mymenshingh Sales Center
- 8) Dhaka City Sales Center-South
- 9) Dhaka City Sales Center-North
- 10) Sylhet Sales Center
- 11) Comilla Sales Center
- 12) Chittagong Sales Center
- 13) B.Barua Sales Center
- 14) Dinajpur Sales Center
- 15) Narayanganj Sales Center
- 16) Savar Sales Center
- 17) Faridpur Sales Center
- 18) Chakoria Sales Center
- 19) Chowmohani Sales Center

2.13 Other strategic business units of ACME

- The ACME Agrovvet and Beverages Ltd
- Sinha Printers
- Mars Aviation Ltd
- ACME IT Ltd
- ACME Clearing Ltd
- ACMUNIO International Ltd
- Sinha Fabrics And Wool Wear Jeans
- ACME Distribution Ltd



2.14 Historical achievements

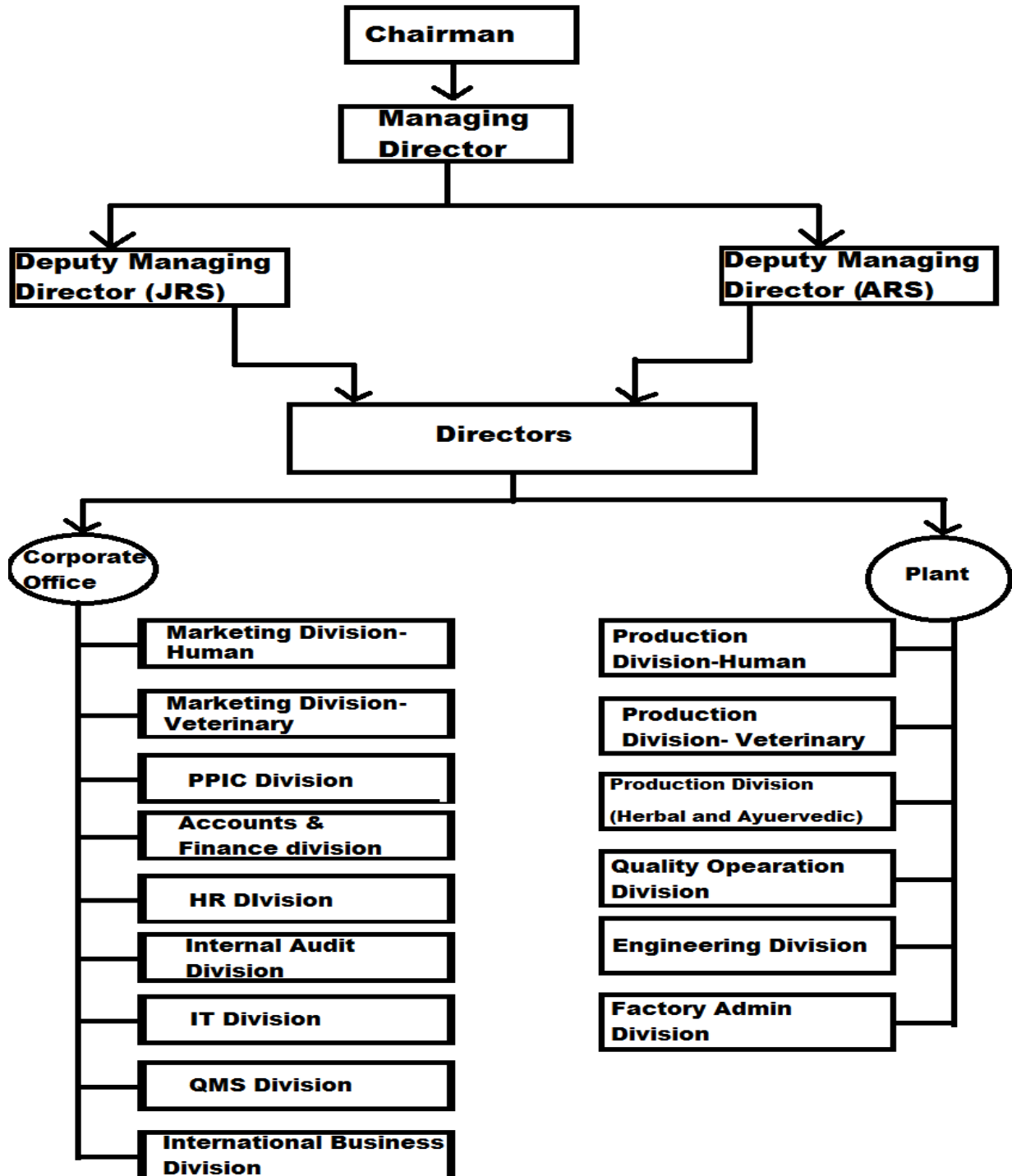
- 1954-The ACME Laboratories Ltd established as a proprietorship for manufacturing pharmaceuticals items.
- 1976- The ACME Laboratories Ltd switched into a Private Ltd Company.
- 1978- The ACME Laboratories Ltd had introduced to produce tablet and capsule in news premises.
- 1983- The ACME Laboratories Ltd started commercial operation with modern facility at Dhamrai, 6 acres land 32 km from Dhaka.
- 1987- The ACME Laboratories Ltd added cream and ointment in production.

- 1990- The ACME Laboratories Ltd achieved average 25 percent growth rate compared to starting year.
- 1992- The ACME Laboratories Ltd launched inject-able products.
- 1995- The ACME Laboratories Ltd exported medicine in Bhutan for the first time.
- 1997- The ACME Laboratories Ltd started to manufacture animal health based drugs.
- 2011- The ACME Laboratories successfully registered four products in Guatemala.

2.15 Company profile:

| | |
|---|---|
| Name of the Organization | The ACME Laboratories Ltd |
| Slogan | Perpetual Quest for Excellence |
| Year of establishment | 1954 |
| Incorporated as private Ltd company | 1976 |
| Chairman | Mr. Nasir-Ur-Rahman |
| No. of Branches | 19 |
| Number of Employees | 6000 + |
| Number of Employees in Human Resource Division | 39 |
| Registered Office | Court de la Acme 1 /4, Mirpur Road, Kallayanpur, Dhaka 1207, Bangladesh. |
| Contact | +880290041946-6 PABX +88029016872 Fax 1 Email: headoffice@acmeglobal.com |

2.16 Organizational structure of The ACME Laboratories Ltd.



Chapter-3

My Internship at The ACME Laboratories Ltd.



3. My internship at The ACME Laboratories Ltd:

I was given the opportunity to work in The ACME Laboratories Ltd for three months from 1st September to 30th November. It was part of my educational program. As my major in Human Resource Management, I Worked in Human Resource Management as an intern where I had learnt several practices of human resource division of The ACME Laboratories Ltd. Before joining The ACME Laboratories Ltd, I thought that it would be a very difficult job for me. Later, my idea has changed.

3.1 Description of the Job:

As I had opportunity to have three months long at The ACME Laboratories Ltd, I have done different tasks that are conduct by the recruitment and talent management under Human resource division. First day, I was introduced to my supervisor, Mr Belayet Hossain. Then he introduced me with other HR personnel whom I would do my work. He also gave me some brief about job descriptions. I was assigned to the following jobs regularly. Those were:

- ✓ **Collecting resumes**
- ✓ **Screening resumes**
- ✓ **Preparing call list for written , viva and practical test**
- ✓ **Preparing attendance for written , viva and practical test**
- ✓ **Preparing candidate profile summary for written , viva and practical test**
- ✓ **Preparing top sheet and exam paper**
- ✓ **Preparing attendance sheet for candidates**
- ✓ **Allocating questions and exam papers**
- ✓ **Checking answer scripts**
- ✓ **Input final result in CPS**
- ✓ **Making final result**
- ✓ **Maintaining rejected resumes**
- ✓ **Photocopy important papers**
- ✓ **Taking all signatures**
- ✓ **Providing all necessary papers to internee and in-plant trainee**

Collecting resumes

For the recruitment of various positions like Microbiologist, Assistant Sales Manager, Assistant manager- R&D etc, applicants submit their resumes two ways. Some applicants prefer to forward their resumes by post and some prefer through internet. I collected and maintained all resumes those came through post. I also printed those resumes via E-mail. Then, I kept both types of resume.

Screening resumes

After collecting all resumes, I sometimes did screening resumes. The ACME Laboratories Ltd received in large quantity resumes. There were few areas to concentrate when I looked for screening resumes. For example, there was a recruitment advertisement about pharmacist. So there were requirement in that circular. So I screened resumes based on requirement like age limit, experience, educational background etc. Sometimes I differentiated resumes based on public and private university according to their suggestion. If there was any resume that came through reference, I highlighted that resumes on first page. Then I sent it Mr Saidur Rahman. He and other HR managers do final screening

Preparing call list for written, viva and practical test

After selected final applicants, I wrote down all candidates' name, father's name, and mobile number in Microsoft Excel 2007. Then I printed that excel sheet twice. Next, I sent those papers in PBX department. An employee from PBX department signed it and I handed that signed paper to Mr Saidur Rahman.

Preparing attendance for written, viva and practical test:

Attendance sheet was same as call list sheet. I had just added signature box in attendance sheet. After preparing this sheet, I handed over to reception at exam date.

Preparing candidate profile summary for written, viva and practical test

Before written, viva or practical test, I made candidate profile summary. Here I wrote candidates' name, father's name, mobile number, last education, university, birthday, experience. Then I printed it and passed it to viva board.

Preparing top sheet and exam paper:

Before the recruitment exam, my work is to prepare the top sheet and exam paper. I took 5 or 6 pages and one top sheet and stapled it. Names, father's name, mobile number, email, CV serial, date, signature are included in top sheet.

Allocating questions and exam papers

Sometimes, I went to the exam hall and arranged candidates' seat. Then, I allocated questions and exam papers. I also guarded at the exam hall. After finishing exam, I took all exam papers and separated top sheet from exam papers. So script checker would not make any biasness to check exam script.

Checking answer scripts

Most of the time I checked the MCQ part of the answer script. I was not allowed description part. After script checking, I counted total marks and stapled the top sheet with answer script.

Input final result in CPS

Next, I inputted exam numbers in CPS. I sorted out those candidates who failed in written test. I separated these scripts.

Making final result

After finishing viva process, I prepared the final result and forwarded to supervisor.

Maintaining rejected resumes

I also maintain rejected resumes in file. Sometimes they called applicants from rejected resumes.

Photocopy important papers

I also photocopied many important papers like requisition form, call list, top sheet, exam questions, final results etc.

Taking all signatures

Sometimes I took signature from managers for authorization papers.

Providing all necessary papers to internee and in-plant trainee

I made contact with internee and in-plant trainee. I also provided them joining letter, allowance paper, certificate. Allowance letter is only applicable for internee.

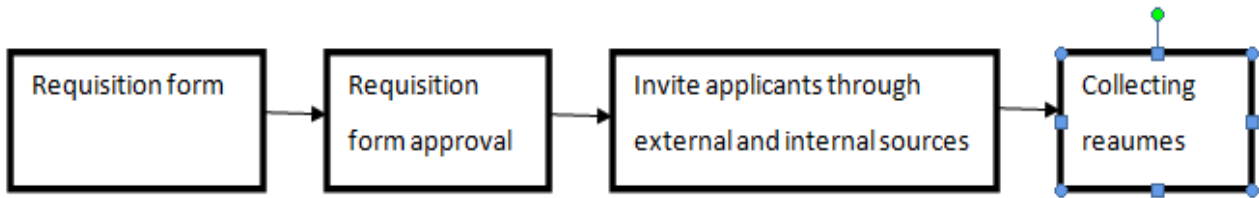
I really enjoyed my intern work experience. I gained new working skills and I practiced those again and again. Employees were really helpful and friendly to me.

3.2 Observation:

Through my internship period at The ACME Laboratories Ltd, I have observed some issues which are:

- ❖ **Limited workforce:** Recruitment and talent management department of HR division performs their responsibilities with a limited workforce. Sometimes, it makes so stressful working environment for existence employees.
- ❖ **Recruitment and selection process done continuously:** In The ACME Laboratories Ltd, recruitment and selection is a continuous process. Almost every week, HR division has done recruitment and selection task and these tasks have done chronologically.
- ❖ **Lots of paper work:** Recruitment and talent management department of The ACME Laboratories Ltd has used lots of paper work. From requisition form to publishing final result, Paper is used in every aspect. As a result, they waste many papers and do not recycle this paper most of the times.
- ❖ **Proper use of internal sources of recruitment:** Recruitment and talent management department maintains good eyes on its internal sources. When there is any recruitment process, HR division posted recruitment advertisement on every notice of every branch. They also publish this advertisement on their intranet. So, staff from this organization can see the advertisement. HR division also maintains contact with other divisions' employees so that they can recommend other people to apply here. But they do not post any advertisement in their official website.
- ❖ **Using HRIS and internal server:** Recruitment and talent management department only uses HRIS software to input final result. Other soft copies of recruitment and selection process are kept in their internal server.
- ❖ **Totally new environment for internee:** The ACME Laboratories Ltd has no training for internee. They put internee directly on process. As a result, there are many mistakes at starting moment.
- ❖ **Recruitment process and academic learned:** I think The ACME Laboratories Ltd's recruitment process is ideal process. It is matched what I have learned in the book. More or less, they are same So, I did not find any mismatch between them.

Recruitment Process



- ❖ **Selection process and academic lesson:** The selection process of The ACME Ltd is ideal but sometimes they cannot be able to maintain whole process because of time shortage. If applicant's referred by management, unfairness can be happened in his selection process.

3.3 Lesson learned from internship program:

- **Time management:** I had always work to arrange, organize, schedule and budget my time to finish the tasks. It will help to develop my time management skill with effectively and efficiently.
- **Communication:** I had to communicate different types of people like applicants, managers, internees, new joiners for complete my tasks. So, it helps me to develop communication skills.
- **Stress management:** When there is any recruitment and selection activity, I had to do this with stress because there is shortage of workforce compare with job. So I have learnt how to deal with stress.
- **Teamwork:** I always worked with a helpful team in The ACME Laboratories Ltd. Here, I understood that teamwork is an essential part to complete task for organization aspect.

Chapter - 4

Recruitment and Selection

Process of

The ACME Laboratories Ltd.



4. Human Resource Division of The ACME Laboratories Ltd:

The ACME Laboratories Ltd considers that success depends on the collective effort of entire work force. Human resource division of The ACME Laboratories Ltd has comprehensive policy and procedure that practices best approaches with legal and ethical consideration. The major purpose of human resource division is to introduce organizational policy and related to employees of The ACME Laboratories Ltd. It gives specific guidelines of operation of human resource division with a vision to maintain the expected standards that are maintained.

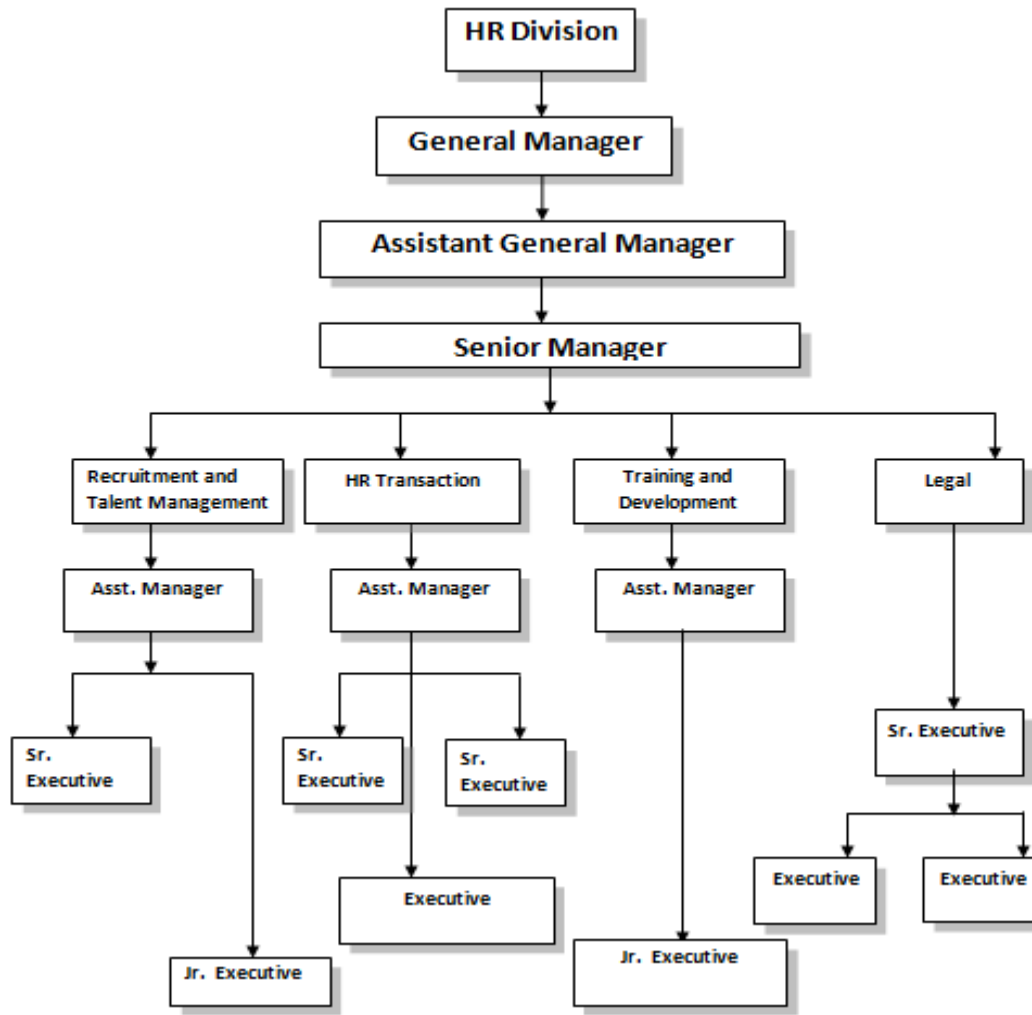
It also provides specific direction regarding the assessment, evaluation, reward system and long term benefits of employees of The ACME Laboratories Ltd. It sends a clear picture about expected standards. The employees get idea of their present status, growth and value addition process in the organization.

The human resource division is a central reference of employee relations and policies. Each policy is a guideline to be used with discretion, understanding and management in the spirit in which the policy is written.

4.1 HR functions:

- Recruitment and Selection
- Training and Development
- HR Transaction
 - ✓ Transport Management
 - ✓ Compensations and Benefits
 - ✓ Performance Management
 - ✓ General policies and procedures
- Legal

4.2 The structure of HR division:



4.3 Recruitment and selection process of The ACME Laboratories Ltd:

Recruitment and Selection process is one of the important tasks of The ACME Laboratories Ltd. Through these tasks, The ACME Laboratories Ltd attracts people and brings employees.

4.3.1 Purpose:

The purpose of recruitment and selection of The ACME Laboratories Ltd is to ensure right candidate on right time to meet the human resources demand across the organization.

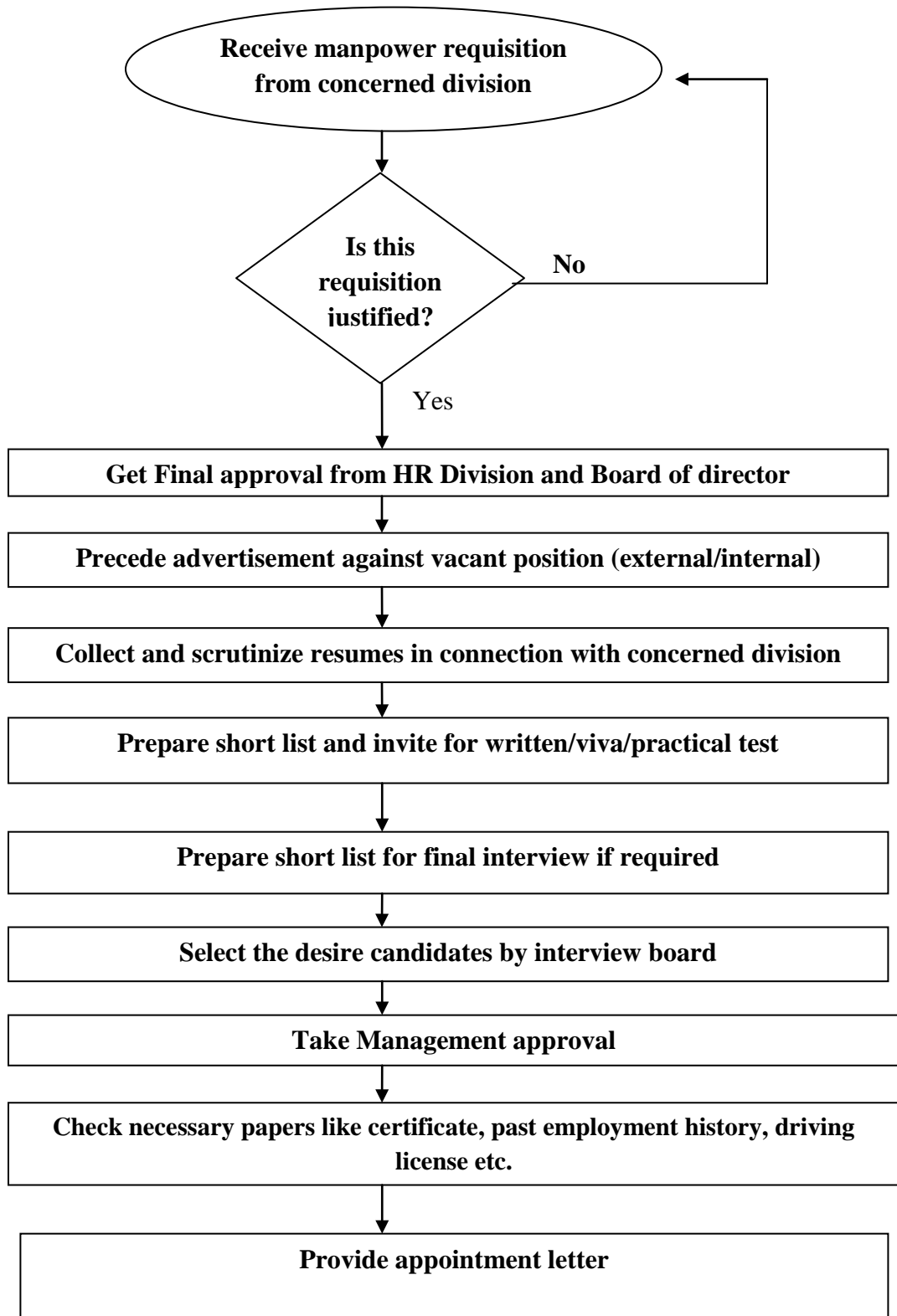
4.3.2 Standard of procedures of recruitment and selection process:

There is a guideline for recruitment and selection process of The ACME Laboratories Ltd. That is called “Standard of Procedures”. There is Standard of Procedures for every HR tasks of The ACME Laboratories Ltd. There are the steps of Standard of Procedures about recruitment and selection process of The ACME Laboratories Ltd:

1. All divisional/departmental head will raise personnel requisition with proper justification if any vacancy arises and send it to HRD. All divisional/departmental head will assist the HR division in the recruitment and selection process.
2. Concerned division/department will fill out requisition form if any job vacancy arises in any division/department stating job description and job specification to head of HR for taking necessary action.
3. HR division will examine and inspect the manpower requisition form and obtain management approval for onward processing.
4. Recruitment and Talent management will collect profiles of potential candidates through a number of sources like internal job announcements, CV bank of unsolicited applicants, employee and management referrals, university/institution, direct contact, advertisement in local newspaper and online job posting as applicable.
5. HR division will sort out the applicants in consultation with concerned division/department.
6. Next, HR Division will invite the prospective candidates after preliminary short-listing of the candidates for written test and/or interview and/or practical test.
7. It will conduct written tests and/or interview and/or practical test as required on the appointed date in combination with HRD and concerned divisional/departmental head representatives nominated by concerned division/department.
8. The performance of candidates will be checked under a set standard and HR division will complete recruitment and selection process in a define system with the approval of management.
9. HR division will inform the finally selected candidates about their selection and needed ask to report to HR Division for salary negotiation.

10. HR Division will provide all papers/forms to the candidates on acceptance of offer pertaining to recruitment formalities to be filled out and returned to HRD by a precise date.
11. After that, HR Division will offer issue letter of appointment the candidates on completion of selection formalities and send received copy to HR division as means of acceptance.
12. HR division will give an opportunity to tender/sign a joining letter which will have to be returned to HR division.
13. HR division will check references, original certificates of the candidates and all relevant papers while working out on submission and verify photocopies of all academic certificates which will be kept in the personal file of the candidates.
14. HR division will put the selected candidates on probation for a period, length of which will be decided by management

4.3.3 Flowchart of recruitment and selection process of The ACME Laboratories Ltd



4.3.4 Receiving manpower requisition form:

At first, concerned division/department must fill the manpower requisition form. In requisition form, there are some aspects. These are:

- 1) Position details: Here, manager from concerned division/department will write down the position name, department, division, type of vacancy, number of employee needed, date by which personnel is required to join. There are two types of vacancy. These are:
 - i) Replacement
 - ii) New position

If vacancy is against replacement, managers must mention previous employee's name and resigning date. If the vacancy is against new position, then managers must show the judgment. This judgment is about why new position is raised. This judgment must be approved by Human resource Division and board of director.

- 2) Job description: In job description, managers mention about task of vacant job. If job description is same as their job description book, manager will write "as role play"
- 3) Job specification: In job specification, manager will point out skills that need to perform. Here, he will portray about educational qualification, experience, and age limit. If experience is not needed, manager will write that experience is not mandatory but preferable." Manager can add other points like employee must active, stress free mind etc.
- 4) Approval: This box is just about taking signature. Here, manager, raised requisition, will sign. Divisional Head, Head of HR and Deputy Managing director will sign also. After signing divisional head, manager will send it to HR division. Then HR division will examine it and HR Head will sign. Then it will go for deputy managing director's sign.

4.3.5 Attract applicants and collecting resumes

After approval from deputy managing director, Human resource division will start their recruitment tasks. HR division will send the photocopy of manpower requisition form and it will

keep the original copy. After that it will set how to draw applicants' attention. There are two sources for collecting resumes. These are:

1) **Internal sources:** Through internal sources they collect resumes. Internal sources help HR division reduce the cost. There are some sources that are used to utilize internal resources. These are:

- ✓ **Employee referrals:** The ACME Laboratories Ltd has huge number of employees. Employee referrals are great and strong source for The ACME Laboratories Ltd for gathering resumes. Here employee from The ACME Laboratories Ltd will sign on applicant's resume. If giving signature is not possible, employee will contact with officer from recruitment and talent management. They will write it down. Employees also refer about interneer.
- ✓ **Notice board:** A copy of the advertisement is placed on all the company notice process and can recommend suitable candidates, if any. For lower level post like security guard, driver, technician The ACME Laboratories Ltd does not publish advertisement at external resources. It sends a copy of advertisement in every branch's notice board.
- ✓ **Transfer and promotion:** HR Division follows this source if vacant position is immediately important.

2) **External sources:** Through these sources, The ACME Laboratories Ltd gathers huge and good number of applicants. The Sources are:

- ✓ **Newspaper advertisement:** HR Division advertises about its job recruitment. At first, they create an advertisement and send it for management approval. After Management approval, they contact with newspaper for booking advertisement. Most of the time, they basically publish their advertisements on Friday to capture maximum applicants. Their advertisements are printed on The Prothom-Alo, The Amar Desh and The Bangladesh Protidin.
- ✓ **Online advertisement:** HR Division of The ACME Laboratories Ltd has contract with bdjobs.com. HR manager has full access to post a circular here. Here, they advertise about mid level and high level job. For posting job on Bdjobs.com, they have to pay 7838 taka.

- ✓ **Interns:** Interns are one of the external sources. HR division wants interns' resume from different educational institutions and universities. Sometimes students send their resumes to HR division.
- ✓ **CV Bank:** HR Division of The ACME Laboratories Ltd always maintains CV bank. In CV bank, there are two parts. First one is unsolicited CVs. Applicants send their CVs. Some send in their carrier service mail. Then HR Division keeps these CVs if they are suitable for The ACME Laboratories Ltd. Another one is rejected CVs from different selection process. Excellent rejected CVs are kept in file. So when HR division needs job holder, they pick some CVs from these files.

4.3.6 Sort out applicants:

After Collecting Resumes, HR division of The ACME Laboratories starts its selection process. Resumes are chosen in two approaches. At first, HR division selects applicants' resumes. Next, they decorate resumes and send these resumes to concerned division/department. After that, concerned department does the final selection and gives back to HR division.

4.3.7 Make call list and informing candidates

Next work is to inform applicants for attending exam. For this, HR division makes call list. This call list includes applicants' name, father's name, and mobile number and remarks. HR division calls applicants through two ways. If applicants' number is little, HR Division calls them by themselves. If applicants' number is large, they send call list to PBX section. PBX section contacts with candidates. PBX section maintains relationship with inside and outside organization. PBX section will write down note whether applicants are available or not.

4.3.8 Preparing candidates profile summary:

Now HR Division will be ready for preparing itself. They will make candidates profile summary. Most of the candidates profile summary is prepared after written exam. This candidate's profile summary contains applicants' name, father's names, last education, education institution, date of birth, experience, reference. This will help interviewee to understand applicants in a moment.

4.3.9 Preparing Attendance Sheet:

Before written/viva/practical exam, HR division will prepare attendance sheet. This attendance sheet includes applicants' name, father name, mobile number and signature box. After preparing it, it will be sent to reception. So when candidates will come, they will sign there.

4.3.10 Written/Viva/Practical exam

For selecting final employee, HR division arranges some examinations where candidates will give test. In written test, applicants must have to get 30 percent number. Written exam is divided on some categories. There are question about English, Math, General knowledge and job related. Candidates must answer the job related question otherwise. Otherwise they will not be passed. Then HR division checks the exam paper and attaches with resumes. Followed by, they publishes written exam with the authorization of board of director. After passing written exam, HR Division organizes viva. This viva board consists of three types of people. Some are from HR Division, some are from concerned department. Another interviewer is from other department. Before starting interview, Recruitment and Talent Manager will give some overview about the vacant job and question. Then he provides candidates profile summary, particular job advertisement and resumes who pass in written exam. In viva, interviewer asks about applicants' study and job related question. They want to know about job responsibilities from candidates. Interviewers give some situation to know that how candidates will response in given situation. They also ask candidates about expected salary. If applicants have job experience, they also ask about job condition and reason of leaving that organization. Interviewers basically evaluate some aspects from candidates. These aspects are

- Job understanding
- Communication skill
- Leadership
- Decision making abilities
- Judgment abilities
- Technical skill

All interviewers will mark candidates. They will average all interviewers' mark and select final person. They also select additional two or three applicants. If first choice applicant is not

available, they can go for second and third best candidate. If practical test is not needed, HR Division will done final result. Only for “Medical Representative” and “Sales and Promotional Representative” position, HR division will publish final result.

If practical test is required, candidates must attend and pass the exam. If any candidate passes written test and viva but he/she fails in practical exam, he/she will not be allowed to be finally selected.

4.3.11 Call the finally selected candidates:

After final result, HR division ensures that finally first choice candidate will attended their organization. If first choice does not expect their condition, HR division will go for second best or third best choice. Then HR division calls finally selected on fixed date to bring necessaries papers.

4.3.12 Employment Check List for new joiner:

New joiner has to handover some important documents. These documents are:

- **Updated resume:** New joiner will give away two resumes in English and Bengali.
- **Employee Information form:** Employment form is another version of new joiners resume. Here, new joiner will give information about his/ her name, permanent and present address, phone number, email address, academic description, prior work experiences, emergency contact etc
- **Certificate and Transcript:** New joiner will give all original and photocopy of all certificates. The photocopies must be attested. After one year, employee can get back all certificates. That’s time he/she has to apply for certificates to HR division.
- **Release order:** If new joiner has previous job experience, he/she must get back release order from previous organization. Otherwise, he will not be able to join here.
- **7 copy passport size photograph:** New joiner will give seven copy passport size colored photographs with his/her name and signature at the back. All photographs must be attested by first class government officer.

- **National ID card photocopy:** New joiner will give two photocopies of his/her Identity Card. He will also give one photocopy of nominees' Identity Card. All photocopies of Identity Card are attested by first class government officer.
- **Nationality certificate:** New joiner will provide national certificate which is issued by union chairman/ward commission.
- **Joining letter:** HR Division will provide joining letter. In joining letter, there will be terms and conditions about job and organization. Here, new joiner will sign below the joining letter.
- **Nominee form:** In nominee form, new joiner will mention not more than three persons who will get benefits if employee dies.
- **Three hundred taka non-judicial stamp paper:** In Three hundred taka Non-Judicial Stamp paper, new joiner will promise about given information that are true, future job duties. The stamp paper must be authorized by first class executive majested officer.
- **Security bond:** In security bond, a person who is relative or familiar with new joiner will give security. It would be on Two Hundred taka Non-Judicial Stamp paper approved by first class executive majested officer. This is only applicable for SPR and MR new joiner.
- **Medical certificate:** New joiner will submit medical certificate from any government medical officer or civil surgeon.
- **Blood group:** New joiner will also submit blood group report.
- **Bank account:** If new joiner has an account with **Dutch Bangla Bank Ltd**, he/she will provide the bank account number.

4.3.13 HR Division justification:

When new joiner Submit his/her necessary papers, HR division will also justify new joiner's papers and information.

- **Educational certificate:** After submit educational certificate, at first, HR Division will justify these certificates. Then, they will send to Legal department and they will do the final justification.
- **Driving license:** If new joiner driving license, HR Division will apply to get information from BRTA about himself/herself. Most of the time, HR Division does it for the position of driver.

- **Past employer:** HR Division will contact with past employer. They will try to get information from past organization.

If HR division does not find any problem with submitted papers, new joiner will get the appointment letter.

4.4 Recruitment and selection process of SPR and MR:

For The ACME Laboratories Ltd, SPR and MR is one of the important positions. The employees of these positions bring the money. SPR means “Sales and Promotional Representative” and MR means Medical Representative. Every month, The ACME Laboratories Ltd recruits huge number of employees. The recruitment and selection process of SPR and MR is little bit different than other recruitment and selection process. Here is the recruitment and selection process of SPR and MR:

1. **Requisition form:** As usual, marketing division raises their employees’ demand through requisition form. HR division will justify and take authorization from “Board of Director”.
2. **Attract and invite applicants:** Every month, The ACME Laboratories Ltd recruits SPR and MR in huge amount. That’s why they try to reach highest number of applicant. HR Division will publish its recruitment advertisement in national newspaper. Generally, they want to publish this advertisement at Friday. In advertisement, there are some important points. These are:

Job responsibilities for MR:

- Maintain Constant liaison with doctors and health care professional.
- Promote company products and create brand awareness.
- Achieve sales target assigned by the company.
- Provide updated products information to the doctors and chemists on a regular basis.

Job specifications for MR:

- Applicants must complete Bachelor degree or honors or masters from general education.
- Applicants should have ability to work under pressure to meet work deadline.
- This position requires extensive tours and applicants should have willingness to ride motorcycle.
- Candidate must be unmarried. The age limit is 30 years.

Job responsibilities for SPR:

- Ensure on time delivery of medicine to the chemist as per requirement.
- Manage the cash after collection to ensure safely deposit of the cash to the concern depot.
- Promote company products in potential market.

Job specification for SPR:

- Applicants at least complete graduation from National University.
- The age limit is 30 years.
- Applicant's unmarried status is preferable but not mandatory.

Workplace can be anywhere in Bangladesh. Only male are allowed for SPR. If organization needs female MR, they mention in advertisement. They also make good use of internal sources for SPR and MR.

3. Collect resumes, selected applicants, taking examination, publish final result:

Through publishing advertisement, they invite candidates for participating exam. The process will run on whole day. There are description of that whole day

- **Collecting Resumes and selected candidates for written exam:** In exam hall, all applicants sit for exam. At 9.30 am, employees from recruitment and talent management department will come. They will clear brief about job specification of both position.

After that they provide top sheet to applicants. There are some information on top sheet.

These are:

- ✓ Name
- ✓ Father's name
- ✓ Date of Birth
- ✓ Permanent address
- ✓ Mobile number
- ✓ National ID card Number
- ✓ Last Education
- ✓ Name of University

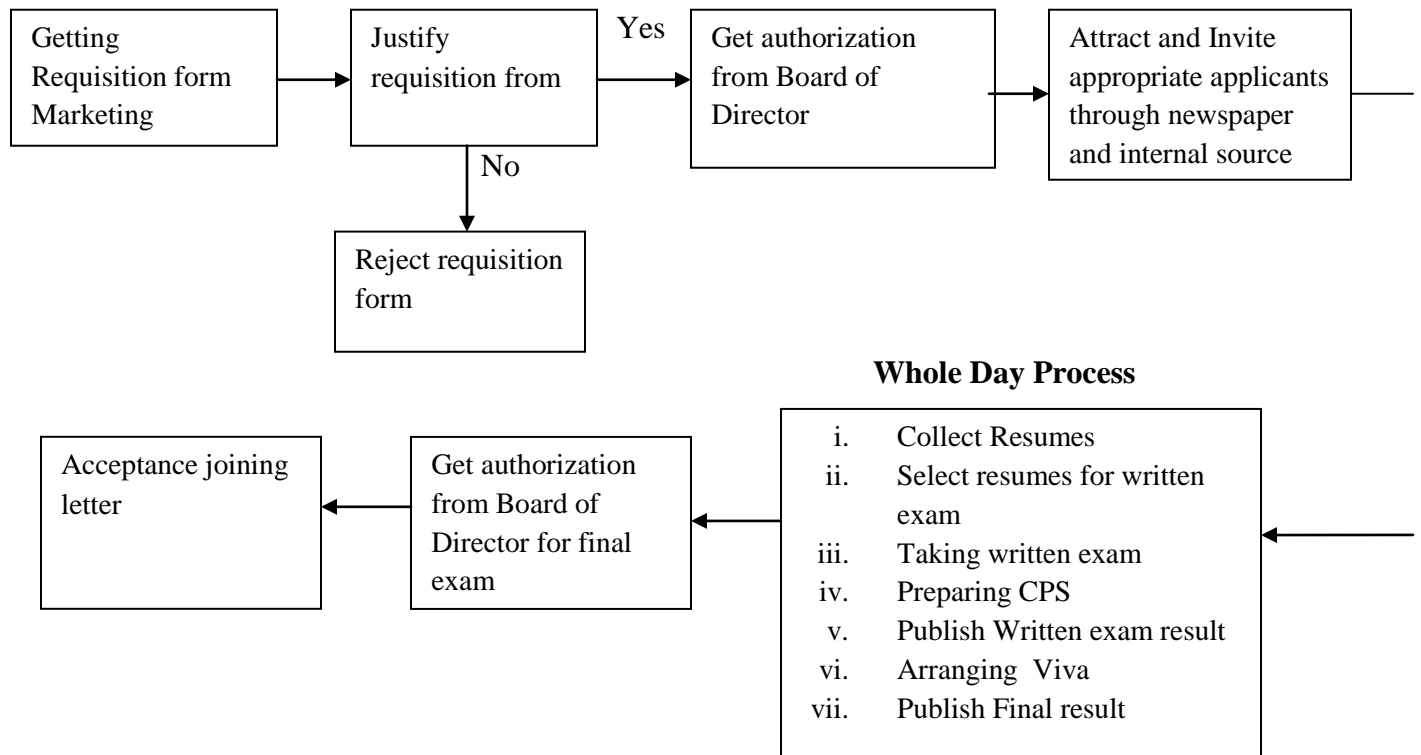
After filling up top sheet, applicants staple this top sheet with their resumes. Then HR division will collect these resumes and immediately select these resumes. HR Division will check the educational certificates very carefully. The number of applicants is huge. That's why it takes time. After selected resumes, HR Division will write unique roll number on the top sheet. Failed resumes are sent back to applicants and they will leave the exam room immediately. After that selected applicants will get the resumes.

- **Taking exam and preparing Candidates Profile Summary:** After sending back resumes, examiners will arrange applicants' seat. Then, they will distribute question paper. In the question, there are four parts. Applicants must answer the job related questions. Otherwise, he will not able to pass the written exam. The duration of the exam is 30 minutes. The total marks are 25. The pass mark is 7.5. Candidates' Profile Summary will be made during script checking. After checking written script, written exam number will be input on CPS. Then written exam will be published with authorization of HR Division. Two copies of written exam will be sent to Reception. Receptionist will hang the written exam result on notice board.
- **Viva and final result:** Next, The applicants who pass in written exam, will attended the viva session on same day. HR Division will make 4-5 viva board based on applicants' number. Every viva board will get CPS and applicants' written scripts. Viva board consists of each employee from HR and Marketing Division. In viva, interviewers give brief about job. Then they ask questions. Their question is about subjective and

situational. For example, Applicant's major concentrate is Islamic History. Then Interviewers will ask about Islamic history. Interviewers will give the situation and ask interviewee what he will do. If both interviewers give yes, candidate will be finally selected. There is an interview comment on CPS where interviewer will write down about interviewees. After completing viva, HR division will input viva number in their internal server, make a final result publish it on notice board. Next day, HR division will get authorization from board of director. At last, HR Division will maintain these documents like written exam result, candidate profile summary and final result under a file.

4. **Acceptance joining letter:** Finally new joiner provide necessary papers to HR Division and new joiner will get the joining letter.

4.5 Recruitment and selection process of SPR and MR in flowchart:



Chapter -5

Finding and Analysis



5. Finding and Analysis:

During my internship program at The ACME Laboratories Ltd, I have come across different practices of recruitment and selection which lead me to analyze.

5.1 SWOT analysis

Strengths:

- The ACME Laboratories Ltd has been serving the country since 1954. So it has gathered huge experience in the pharmaceutical market which is now acting as strength for the company.
- More than three billion tablet manufacturing facility per year considering single shift.
- It designed the facility to meeting the requirements of ISO and WHO cGMP.
- Environment controlled and monitored by integrated building management system through zoning concept in all manufacturing areas.
- In recruitment and selection process, they involve concern division's manager like CV screening, preparing questions, checking written scripts etc.
- In their management, they follow participative management style.
- It has independent microbiology department to perform microbiology tests.
- The organization has adopted ISO 9001 certificate.
- In HR Division, the data is contained through HRIS.
- It has environment friendly solid and liquid waste disposal system.

Weaknesses

- The chain of command ACME is elongated. If there is a situation to take immediate decision and deputy directors are not available, that's time they face problem. The decision will be hanging up until deputy directors are available.
- Online base advertisement is proper cannot get right candidate.
- Their sales centers are not enough to cover whole country.
- It cannot hold its medical representative and sales and promotional representatives for the long time. For this problem, it recruits heavy amount of MR and SPR. It makes huge cost.

Opportunities:

- People are getting consciousness about healthy and cure life. If they feel sick, they take medicine. So user of medicine is increasing.
- Existing demand in the neighboring country's pharmaceutical market is really big opportunity for it.
- More and more hospitals and clinics are being established. So the opportunity is getting high for The ACME Laboratories Ltd.
- Globalization allows ACME to enter global market by diversifying its business by utilizing the company image

Threats

- Aggressive promotional actions and movement by the rivals can affect The ACME laboratories LTD's market.
- Exchange rate fluctuation can be reason of increasing price high.
- Likely entry of potent new competitors due to attractive industry profitability.
- Modern technology are coming to obsolete the existing technology. This will cause huge capital loss for the production process.
- The unstable political condition is a big threat for The ACME Laboratories Ltd. Hartal or blockage may result in the delay of distribution of products. It also hampers the regular official work.
- The ACME laboratories LTD cannot promote its products through TV and Radio

5.2 Major findings of the study:

In my internship at The ACME Laboratories Ltd, I have observed and found different issues.

These are:

1. Managing Director is the sole authority approve finally for any business or functional decision. Only after receiving approval from the Managing Director, HR Division starts all their functioning as per method.
2. Modern Human resource management always talks to involve line manager in HR Practices. The ACME Laborites Ltd engages both HR manager and line managers in their recruitment and selection process.
3. The ACME Laborites Ltd has no online requisition process. For example, sales manager of Savar sales centre raises a requisition form. He must send this requisition form through their internal mail service. If there is any strike or hartal, this day internal mail service will not work. As a result, recruitment process is going to delay.
4. HR division The ACME Laborites Ltd does not maintain CV banks properly. Often they lost resumes. They keep failed and passed resumes in same spaces.
5. In their Recruitment and Talent management, there are only two employees. Only two employees have done all the recruitment and selection process. So when work pressure is really high, number of these employees is not enough.
6. HR Division of The ACME Laboratories Ltd does not contact with those candidates who failed in their recruitment and selection process.
7. They do not publish recruitment advertisement on own website.
8. HR division does not arrange physical examination for final applicants.
9. The company always tries to maintain good working environment, health & safety procedure which is certified internationally.

5.3 Differences between Recruitment and Selection process of “SPR and MR” and others:

The basic processes of recruitment and selection of “SPR and MR” and others are same. Within these processes, there are some differences. These differences are:

| SPR and MR | Others |
|--|--|
| 1. In case of SPR and MR, when requisition forms have come to HR Division, they keep and reserve requisition forms. They start recruitment and selection process end of the month. | 1. When requisition form has come to HR Division, HR Division does recruitment and selection process against this vacant position immediately. |
| 2. They advertise only on local newspaper for SPR and MR. | 2. For other vacant position, they advertise in local newspaper or online job portal or in both. |
| 3. CV collection and CV screening are done on same day. | 3. CV collection and CV screening are long term process for other position. |
| 4. The candidates’ number of SPR and MR is huge. | 4. The candidates’ number of other position is small compare with SPR and MR. |
| 5. From CV collection to publishing final result, all the processes have done in same day. | 5. All recruitment and selection processes have done on separate date. |
| 6. New joiner of MR and SPR will provide security bond. | 6. New joiner of other position would not provide this bond. |

Chapter-6

Recommendation

And

Conclusion

6. Suggestion for improvement:

After completing internship program, I have come up with some recommendation which The ACME Laboratories Ltd for their improvement. These are:

1. HR Division should introduce online requisition system. As a result, HR division will get requisition form immediately and it will make faster its process.
2. HR Division already exercises their internal network properly for recruitment advertisement. Now they can post recruitment advertisement on their website. So, interested applicants can get information to visit their website.
3. HR Division needs enough space to maintain CV bank. It will employees to find resumes easily.
4. In written, viva or practical exam, there should not be any unfairness. Otherwise The ACME Laboratories will lose appropriate candidates.
5. HR division should also communicate with failed candidates. At least, they can send an email on applicants' account.
6. HR division can also minimize using paper on its recruitment and selection process.
7. There is no training for the new internee in The ACME Laboratories Ltd. But if they provide any training program for interneers then it will be easier for them to adjust new environment.
8. The recruitment and selection process' activities of MR and SPR could be done separate days. So it will release extra pressure from employees and they can find more appropriate employees.
9. HR division should be also more focus on management assessment centers in its selection process. It will help them to judge applicants according to perform realistic job.
10. The ACME Laboratories Ltd should start training its managers on better interviewing

Conclusion:

The ACME Laboratories Ltd, the pharmaceutical and flagship company of ACME group, is a manufacture and global exporter of human, herbal and veterinary pharmaceutical products. From the very beginning, the company had faced many challenges and defeat successfully to convert the company. From a very small unit, it is a giant organization today.

Human resource division at The ACME Laboratories Ltd is vast and elaborative which compromises the overall management process. Strong recruitment and selection process and teamwork is the secrets ACME's success.

Since its setting up in 1954, ACME Laboratories Ltd has been working relentlessly with a vision to ensure Health, Vigor and Happiness for all and they are truly focused on it with optimism about perpetual growth and success with time.

References:

1. Gary Dessler (2011) . 11th edition. New Delhi: Prentice- Hall of India
2. ACME Employee Book
3. Standard of Procedure – The ACME Group
4. www.acmeglobal.com
5. en.wikipedia.org/wiki/Pharmaceutical_industry_in_Bangladesh
6. www.eprothomalo.com

Abbreviations:

1. BRTA= Bangladesh Road Transport Authority
2. ISO= International Standard for Standardization
3. cGMP= Current Good Manufacturing Practices
4. CV= Curriculum Vitae

Appendix:

| Call list for the Position of Microbiologist | | | | |
|---|-------|--------------------------------------|---------------|---------|
| Written exam date, time & venue: 1st Nov'2013 at 11.00 am, Corporate office, Kallyanpur, Dhaka | | | | |
| SL No | CV No | Applicant's name Father's name | Mobile Number | Remarks |
| 1 | 1 | Asiqur Biswas Biplop Biswas | 01765623451 | |
| 2 | 2 | Abdul Rashed Najmul Rashed Khan | 01965623452 | |
| 3 | 3 | Md. Sajedur islam Md. Dulal Islam | 01675623441 | |

| Attedence Sheet for the Position of Microbiologist | | | | |
|---|--------|--------------------------------------|---------------|-----------|
| Written exam date, time & venue: 1st Nov'2013 at 11.00 am, Corporate office, Kallyanpur, Dhaka | | | | |
| SL N | CV No. | Applicant's name Father's name | Mobile Number | Signature |
| 1 | 1 | Asiqur Biswas Biplop Biswas | 01765623451 | |
| 2 | 2 | Abdul Rashed Najmul Rashed Khan | 01965623452 | |
| 3 | 3 | Md. Sajedur islam Md. Dulal Islam | 01675623441 | |

Candidates Profile Summary for the Position of Pharmacist

Written exam date, time & venue: 31st Oct'2013 at 10.00 am, Corporate office, Kallyanpur, Dhaka

| SL No. | CV No. | Applicant's name Father's name | Mobile Number | Last Education | Subject | University | Experience | Written Exam (50) | Viva Voce (20) | Interviwers comments |
|--------|--------|------------------------------------|---------------|-------------------------------|----------|--------------------------|--|-------------------|----------------|----------------------|
| 1 | 1 | Asiqur Rahman Biplop Rahman | 01765623451 | M. Pharm | Pharmacy | Jahangirnagar University | 1. Square Pharmaceuticals LTD as Assistant Pharmacist from 1st Mar' 2011 to till date. | | | |
| 2 | 2 | Razib Kermaker Chondon Kermaker | 01965623452 | B.Pharm | Pharmacy | Primeasia University | 1. Beximco Pharmaceuticals LTD as Pharmacist from 17th March to till date. 2. Oponin Pharmaceuticals LTD as Junior Pharmacist from 1st Jan'2012 to 15th Mar'2013. | | | |
| 3 | 3 | Sajedur Khan Md. Dulal Khan | 01675623441 | M.Pharm (appeared) B.Pharm | Pharmacy | Chittagong University | | | | |

Name: _____ Designation: _____

Position detail

Name of the position: *Executive*

Section: _____ Department: *PMD* Division: *Marketing*

Type of vacancy (Replacement / New position): *New position* Replacement

Replacement against (Name & Designation): _____

Number of employee needed: *12 (Twelve)*

Date by which personnel is required to join: *With immediate effect*

Job description

- 1. To look after assigned brand related a*
- 2. To conduct market research*

Job specification

Educational qualification: *B. Pharm/M. Pharm/MSc in Biochemistry/e*

Experience: *Will be preferred*

Age limit: *30 yrs.*

Any other points: _____

For new position please show justification highlighting efficiency improvement and or financial outcome by using a separate sheet.

Section Head: _____

Department Head: *S. ✓*

Division Head: _____

Head of HR: *[Signature]*

Signature

Date: _____

Date: *23.07.2013*

Date: _____

Date: *23/07/13*

Management Approval:

Internal Advertisement



ACME

Walk-in-Interview



The ACME Laboratories Ltd. is one of the pioneers in the pharmaceuticals industry of Bangladesh, enjoying significant coverage in the local and international market. We are looking for enthusiastic, committed, self-motivated and energetic personnel to fill out the following positions who will contribute to attain our business expansion needs.

Medical Representative (MR)

Major Duties & Responsibilities:

- Maintain constant liaison with doctors & health-care professionals.
- Promote company products and create brand awareness.
- Achieve sales target assigned by the company.
- Provide updated products information to the doctors and chemists on a regular basis.

Pre-Requisite to apply:

- Bachelor degree (science up to HSC) or 4 years honors or Masters from general education.
- Should have ability to work under pressure to meet work deadline.
- This position requires extensive tours and candidate should have willingness to ride motorcycle.
- **Age limit 30 (Thirty) years. Candidate must be unmarried.**

Sales & Promotion Representative (SPR)

Major Duties & Responsibilities:

- Ensure on time delivery of medicine to the chemist as per requirement
- Manage the cash after collection to ensure safely deposit of the cash to the concern depot.
- Promote company products in the potential market.

Pre-Requisite to apply:

- At least Graduation from National University.
- **Age limit 30 (Thirty) years.**
- Candidate's unmarried status are preferable but not mandatory.

(Work place: anywhere in Bangladesh & only male are allowed for both positions)

Venue: Corporate Office, Dhaka, 1/4 Kallayanpur, Mirpur Road, Dhaka-1207

Date & Time: 6, 7 & 8 October, 2013 (Sunday, Monday & Tuesday) at 9.00 a.m. for MR & SPR.

Candidates who are eligible should come along with Application addressed to the **General Manager, HR & PPIC, The ACME Laboratories Ltd.** detailed C.V., attested copy of certificates and two recent passport size color photographs to the above mentioned address as per scheduled date & time.

Dated:

To
General Manager,
HR & PPIC
The ACME Laboratories Ltd.
Court de la ACME,
¼, Kallayanpur, Dhaka.

Subject: Application for the post of SPR.

Dear Sir,

In response to your advertisement published in the newspaper, I am applying for the post of **Sales and Promotion Representative (SPR)**. An updated CV, photocopy of all necessary certificates, 2 (two) passport size photographs are attached here with this application.

I hope you will allow my application for my desired post.

Sincerely yours,

Name :

Fathers Name :

Date of Birth :

Permanent Address:

Village :

Post Office :

Thana :

District :

Mobile Number:

Marital Status: Married/Unmarried

Highest Education:

MBA/M.Sc/ MA/ MSS/ MBS/BBA/B.Sc(Hons)/BSS(Hons)/ BA(Hons)/BBS(Hons)/B.Com(Hons)

Subject (Hons or Masters):

Name of University:

B.Sc(Pass)/BA(Pass)/ BSS(Pass)/ BBS(Pass) /B.Com(Pass)Others

National ID No. :