

EXECUTIVE SUMMARY

This report represents the experience I have gained from last three months' (August 01, 2007 to December 01, 2007) on the job training. It is divided into five parts consequently, Part-I: Introductory Part, Part-II: Organizational Part, Part III: Responsibilities or works done Part-IV: Project Part and Part-V: Recommendations and conclusion. Observation method is used to complete this qualitative research.

Major Findings

When I was working with my colleagues (Senior, Junior), I found them suffering from various dissatisfactions. I found that most of the employees are not satisfied with company management policy. Some reasons for their dissatisfactions are as follows: Absence of employee motivation

- Salary structures are not the same
- No incentives or bonuses of annual festivals •
- Lack of good relationship

To minimize these problems the authority of Holcim (Bangladesh) Ltd should take some necessary measures. Some recommendations are mentioned here by which the company can be benefited.

Recommendation & Conclusion

In consideration with the customer satisfaction, the following recommendations are made and these may be beneficial for the customers, employees and also for the company.

They should improve their time management system which include : 1)

Delivery time of the products

2) Notifying Dealer about new policy prior to the execution of it.

Should lower the price to capture the domestic market.