

Internship Report on Training and Development **Process of Master Simex Paper Limited**

Internship Semester: Spring-2024

SUBMITTED BY:

Asrafur Rahman Bappy

ID: 193-11-918

Major in Human Resource Management

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

SUPERVISED BY:

Mr. Siddiquir Rahman

Assistant Professor and Head (In charge)

Department of Tourism & Hospitality Management

Faculty of Business and Entrepreneurship

Daffodil International University

Daffodil International University

Date of Submission: 10.07.2024

Letter of Submission

Date: 10-07-2024

Mr. Siddiqur Rahman
Assistant Professor and Head (In charge)
Department of Tourism & Hospitality Management
Faculty of Business and Entrepreneurship
Daffodil International University

Subject: Submission of Report on Training and Development process of Master Simex Paper Limited.

Dear Sir,

It's my great pleasure to place my internship report for your kind approval.

My internship report is on Training and Development process of Master Simex Paper Limited. The observation and results of the study are embodied on this report. In addition to my careful study, this report has been a worthwhile review allowing me to go for in-depth analysis about the real situation. My 3 months internship has been a great opportunity to enrich my learning about the corporate culture and one of the HR functions Training and Development process of Master Simex Paper Limited. I feel that I have learned a lot from this opportunity.

Without your expert advice, guidance and support it wouldn't have been possible to complete this report papers. I hereby, thank you for your valuable able time and guidance. Would be always available for answering any query regarding this report.

I request your kind excuse for the mistakes that may take place in this report instead of my best effort.

Sincerely



.....
Asrafur Rahman Bappy
I'd:193-11-918
Major: Human Resources Management

Supervisor's Declaration

This is to confirm that Asrafur Rahman Bappy ID: 193-11-918, BBA Program, Daffodil International University, completed her Internship Report on Master Simex Paper Limited's Training and Development Procedures under my supervision. The data and findings described in this study appear to be accurate. It was thus approved for submission to the defense.

I wish him great success in life.



.....
Mr. Siddiqur Rahman
Assistant Professor and Head (In charge)
Department of Tourism & Hospitality Management
Faculty of Business & Entrepreneurship
Daffodil International University

Acknowledgment

In the beginning, I would like to express my gratitude to Almighty Allah for whose kindness and blessings I was able to complete my internship at Master Simex Paper Limited. It would never be possible for me to complete both my internship period and this internship report successfully. I would like to express my sincere regards and heartiest thanks to my supervisor Mr. Siddiqur Rahman, Assistant Professor and Head In charge, Daffodil International University for Sir constant supervision, keen support, enthusiastic encouragement, and Relentless help during the preparation of the report. I firmly believe that without sir's valuable guidance preparing this report would not have been possible. Sir valuable opinion on the topics enriched my knowledge to carry out the whole report and be able to portray the information in a logical sequence.

Furthermore, I would like to express my gratitude towards my supervisor Adib Hasan Khan, Assistant Vice president and Manager-Operations of Master Simex Paper Limited for his continuous support & inspiration throughout my tenure as an intern. I heartily thank all the officials of the Master Simex Paper Limited who spoke to me about their operations and helped us understand the field operations in person. I would also like to take the opportunity to thank the Training and selection system of Master Simex Paper Limited for their cordial assistance & for providing relevant papers/documents which helped me to prepare this report. All the people I met during the internship process were extremely cooperative and kind which help me settle in the company and provided me with the experience I will be needing to develop myself in future endeavors.

Lastly, a big Acknowledgement goes to Daffodil International University for providing us such an opportunity to come closer to the real world and enriching our knowledge about the cooperate world through their internship program.

Contents Table

Table of Contents	
Title page	i
Student Approval Letter	ii
Supervisor's Declaration	iii
Acknowledgement	iv
Executive Summary	v
Content List	vi
Chapter 1	
1.1 Introduction.....	9
1.2 Background.....	10
1.3 Scope of the Study	10
1.4 Objective of the Study	10
1.5 Methodology	11
1.6 Limitations of the Study.....	11
Chapter 2	
2.1 Company profile.....	12
2.2 Mission Statement.....	13
2.3 Vision.....	6
2.4 Objective	14
2.5 Company Overview	15
Chapter 3	
3.1 Literature Background	20
3.2 Training Process at Master Simex Papers Ltd.	20
3.3 Training Master Simex Papers Ltd.	20
3.4 Objective of Training	20
3.5 Process of Training	22
3.6 Training Needs of Master Simex Papers Ltd.	23
3.7 Training Needs Analysis of Master Simex Papers Ltd.	23
3.8 Training Methods of Master Simex Papers Ltd.	25
3.9 Training Policies of Master Simex Papers Ltd.	24
3.10 Training Types of Master Simex Papers Ltd.	27
3.11 Training Evaluation Model of Master Simex Papers Ltd.	28
3.12 ADDIE Model of Master Simex Papers Ltd.	29

Chapter 4	
4.1 Development Process of Master Simex Papers Ltd.	30
4.2 Development Master Simex Papers Ltd.	30
4.3 Objective of Development	30
4.4 Development Process of Master Simex Papers Ltd.	30
4.5 Employees Development	31
4.6 Management Development	31
4.7 Career Development	31
4.8 Understanding Development Needs	32
4.9 Development Planning and Goal Setting	32
4.10 Learning and Development Programs	32
4.11 Methods of Employee Development	33
4.12 Methods of Management Development	33
4.13 Development Practices at Master Simex Papers Ltd.	34
4.14 Input of Development	35
Chapter 5	
5.1 Major Findings.....	28
5.2 Problems identified and Recommendations	37
5.3 Problems identified	37
5.4 Recommendations.....	38
5.5 Conclusion	39
Chapter 6	
6.1 Appendices.....	40
.....	41
Chapter 7	
7.1 Reference	42

Lists of Table and All Figures

Figures 1: The Corporate Divisions	15
Figures 2: The Detail of products line or services	16
Figures 3: The Transport Services	17
Figures 4: The Operation Detail	18
Figures 5: The Function all Departments	19

Executive Summary

The printing industry stands as a vital pillar in the global economy, catering to various sectors with its diverse range of products. Master Simex Paper Limited, established in Bangladesh in 2002, has solidified its position as a leading player in this industry, leveraging cutting-edge technology and a commitment to quality. This executive summary encapsulates the key findings and recommendations derived from an in-depth analysis of Master Simex Paper Limited's training and development practices, contextualized within the broader landscape of the printing industry.

The Training and Development Process of Master Simex Paper Limited is the main topic of this study. That I was trying to identify the steps involved in the process. The company practices structured training and development process. The company strategically employs diverse methods, including software-based training, to foster continuous learning.

In many industries, training and development are seen as crucial tools for certification. A person with little to no talents cannot survive in the competitive world of today. Everywhere you look in the corporate world, things are changing and getting harder. It takes development and training to overcome these obstacles. Through the provision of efficient training programs, human resource management assists in the skill development of unskilled individuals. The effectiveness of this company's staff training and development program will be discussed in this report. This report's goal is to investigate Master Simex Paper Ltd.'s training and development process.

The main issues and their remedies are that the training and development plan should be created with empathy, that there should be enough workers to support training initiatives, and that there should be an adequate supply of training materials for the staff. The IT Lab of Master Simex Paper Ltd must be up to the mark & Master Simex Paper Limited must have open the online training method so that their employees can take training at home in their free hour. I have taken all reasonable care to ensure the accuracy & quality to form the internship report standard. I accept all the information necessary to be important.

This report includes an overview of the industry and the organization, including a presentation of their history and origin, a methodology outlining the data collection process, an overview of Master Simex Paper Ltd.'s HR practices and policies aimed at improving the organization through qualified workforce, an explanation of the organization's training and development process, including the goals and methods of training, the materials to be used for the program, and an analysis of the data obtained from a survey that I conducted with branch employees and how I interpreted the results. During the process of creating the training program, I discovered certain issues within the business. I then made recommendations to help them address these issues and develop a successful training program. Finally, I summarized the research to reach a conclusion. It offers understanding on ways to enhance an organization's internal training procedure for more fruitful outcomes. Every section contributes to the useful information provided regarding the organization's training and development program.

Chapter 1

1.1 Introduction

Master Simex Paper Ltd. stands as a prominent entity within the dynamic landscape of the paper manufacturing industry. Since its inception in year, the company has traversed a remarkable journey of growth and innovation, evolving into a cornerstone of quality and sustainability in its field. Founded on principles of excellence and dedication, Master Simex Paper Ltd. has carved a niche for itself through its unwavering commitment to delivering superior products and services to its customers.

At the heart of Master Simex Paper Ltd.'s operations lies a robust training and development framework, designed to nurture the talents of its workforce and propel the organization towards greater heights of success. Recognizing the pivotal role of human capital in driving innovation and competitiveness, the company has invested significantly in cultivating a culture of continuous learning and skill enhancement. Through a myriad of training initiatives and development programs, Master Simex Paper Ltd. endeavors to equip its employees with the requisite knowledge, competencies, and capabilities to thrive in an ever-evolving industry landscape.

Against this backdrop, this internship report embarks on a journey to explore the intricacies of the training and development process at Master Simex Paper Ltd. With a focus on understanding the nuances of employee learning and growth within the organization, this study seeks to unravel the underlying mechanisms that contribute to the effectiveness and impact of training initiatives. Through a comprehensive examination of training methodologies, learning outcomes, and organizational objectives, this report endeavors to shed light on the symbiotic relationship between employee development and organizational success.

1.2 Background

Within the realm of organizational dynamics, the significance of training and development processes cannot be overstated. As industries evolve and technologies advance at an unprecedented pace, organizations are faced with the imperative to continually upskill their workforce to remain competitive and adaptive in the market. Against this backdrop, Master Simex Paper Ltd. recognizes the critical role that training and development play in fostering employee growth, enhancing organizational capabilities, and driving sustainable business performance.

A cursory review of existing literature reveals a plethora of studies highlighting the positive correlation between employee training and organizational success. From improving job satisfaction and employee engagement to boosting productivity and reducing turnover rates, the benefits of effective training initiatives are manifold. However, despite the extensive research conducted in this domain, there remains a discernible gap in literature pertaining to the specific context of Master Simex Paper Ltd. and its training and development practices. This study seeks to bridge this gap by providing a comprehensive analysis of the training and development framework within the organization, thereby contributing to the body of knowledge in this field and offering practical insights for organizational improvement.

1.3 Scope of the Study

The scope of this study is limited to Master Simex Paper Ltd. and its training and development practices. The investigation will encompass various aspects related to employee training programs, learning initiatives, skill enhancement strategies, and their impact on organizational effectiveness.

1.4 Objective of the Study

Broad Statement: The broad objective of this study is to comprehensively understand the training and development process at Master Simex Paper Ltd. and its implications for organizational success.

Specific Objectives

1. To analyze the training process of Master Simex Paper Ltd.
2. To explore the development programs of Master Simex Paper Ltd.
3. To identify problems relates to training and development of Master Simex Paper Ltd.
4. To provide recommendations based on problems of Master Simex Paper Ltd.

1.5 Methodology

The following methodologies have been used:

- **Research approach:** Qualitative research has been used for this report
- **Research design:** The research is based on Exploratory in nature.
- **Data source:** The secondary sources are provided.

Secondary Data

- **Website of the company**
- **Training papers, manual, policies**
- **Different books**

1.6 Limitations of the Study

The limitations of this study include time constraints, limited access to certain confidential data, and potential biases inherent in the research process. Additionally, the study may be limited by the subjective responses of participants and the generalizability of findings beyond the scope of the organization.

Chapter 2

2.1 Company profile

Master Simex Paper Limited established in 2002 in Bangladesh is an established manufacturing company in the paper converting & printing industry with state-of-the-art technology & machinery.

Our approach is mainly focused on the customer's needs and the quality of products. Our team offers the creative vision, Professionalism and expertise to create the best with a constant eye towards detail, quality, originality and results. To ensure the highest level of quality and consistency, we concentrate our services on core market sectors that reflect the strength and talent of our staff. We are engaged in manufacturing of a large quantity of various paper products such as Computer Continuous Paper, OMR (Optical Mark Reader) form, Objective form, RIF form with Online Litho Code, Bar code & QR code, Variable Data print with Auto Perforation and Auto Die Cutting System, main answer script, POS Roll, ATM Roll, ECG Roll, Fax Roll, Telex Roll, Sticker, Various printed and unprinted adhesive Label sticker, Text Book, Exercise Book, Dairy, Calender, Annual Report, all packaging items etc.

Master Simex Paper Ltd. provides a full range of professional services in the following public and private organizations such as all Education Boards, National University, Dhaka University, Open University, Desco, PDB, DPDC, BTCL, BREB (PBS), West zone power dist.co. ltd, Square Pharma, Beximco Pharma, Incepta Pharma, Drug International, Renata Ltd., ACME Laboratories, ACI Ltd., Delta Pharma, Dutch-Bangla Bank Ltd., Islami Bank BD Ltd., Bank Asia Ltd., City Bank Ltd., Brac Bank Ltd., Pubali Bank Ltd., Mutual Trust Bank Ltd., Farest life ins, National file ins, Meghna life ins, Olympic industries, Lab Aid pharma & Diagnostic, popular diagnostic, kohinoor chemicals, Agora, Meena Bazar, Shwapno, Arrong etc.

2.2 Mission Statement

Master Simex Paper Limited, our mission is to lead the paper manufacturing industry through innovation, sustainability, and excellence. We are committed to delivering high-quality paper products that meet the diverse needs of our customers while ensuring environmental stewardship and promoting sustainable practices. Our dedication to integrity, customer satisfaction, and continuous improvement drives us to be a trusted partner in providing superior paper solutions worldwide. Because a mission statement is the sole tool that can be used to identify and address manager disagreements, Master simex paper limited takes great pride in its mission statement.

The company's mission is listed below:

Financial services of the highest caliber provided by utilizing cutting edge technology.

- Accurate and timely client support.
- The Strategy for balanced growth.
- The High ethical standards in business.
- The Constant equity return.
- The Competitive pricing for innovative.
- The strong dedication to society and the expansion of the national economy.

2.3 Vision Statement

Master Simex Paper Limited's existing mission statement, here's a refined vision statement. This vision statement incorporates the following elements:

- **Leadership:** Master Simex aspires to be the top manufacturer in the global paper converting industry.
- **Innovation:** They aim to develop new and advanced paper products.
- **Sustainability:** Their vision acknowledges the importance of environmentally friendly practices.
- **Customer Focus:** Meeting and exceeding customer expectations remains a core principle.
- **Continuous Improvement:** Striving for ongoing development and refinement.
- **Industry Transformation:** Master Simex envisions shaping the future of the paper converting industry.

This vision statement is concise, memorable, and reflects Master Simex's commitment to excellence, progress, and environmental responsibility.

2.4 Objective

Primary Objective:

To be the number one global manufacturer of value-added specialty converting papers master simex paper limited about us. This suggests they aim to excel in creating specific paper products with unique features or functionalities.

Secondary Objectives:

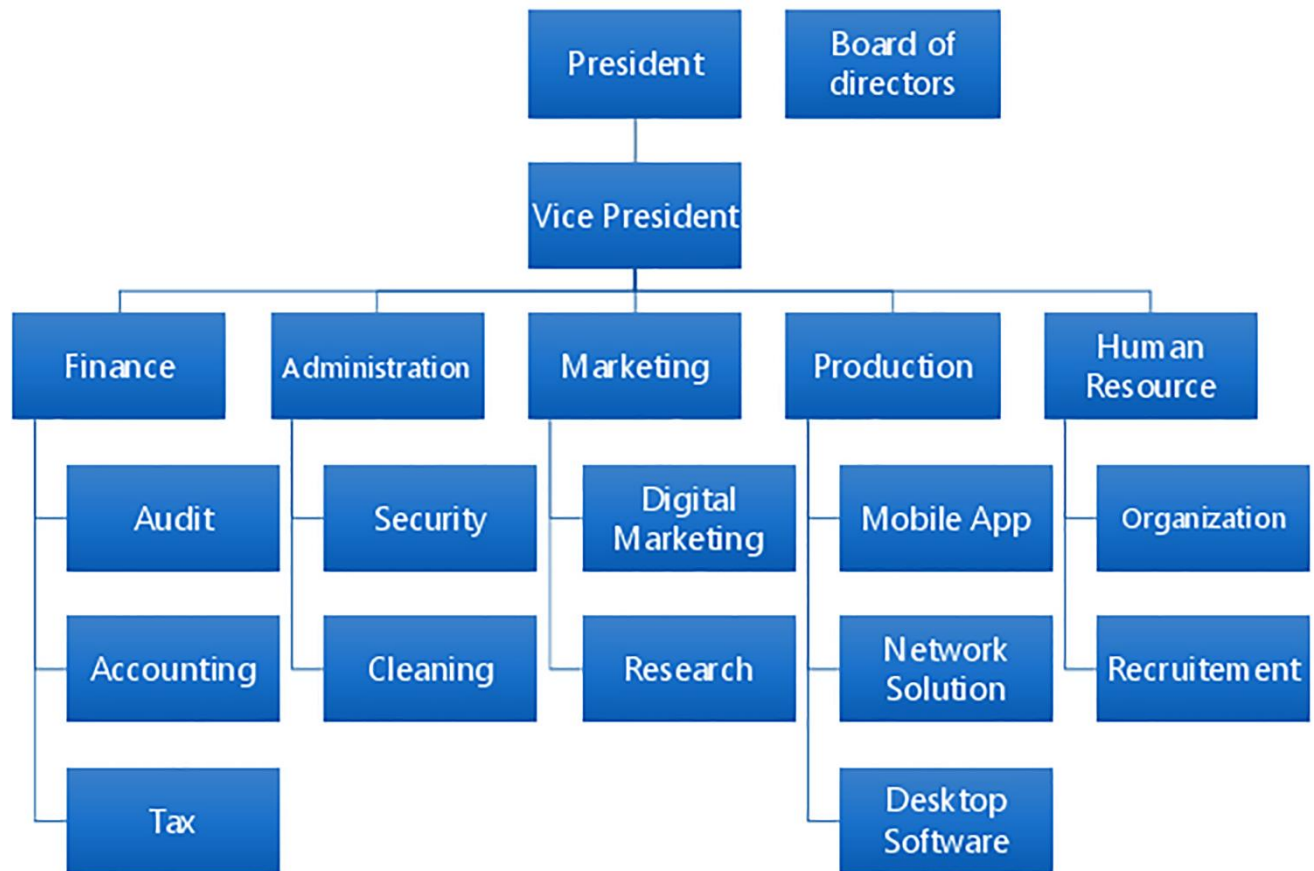
Provide high-quality products and services at competitive prices with timely delivery master simex paper limited about us.

Maintain a strong focus on customer needs master simex paper limited about us.

Be a responsible business leader with a commitment to various aspects like ecology, education, and entrepreneurship master simex paper limited about us.

2.5 Company Overview

Corporate Divisions



Figures 1: The Corporate Divisions

2.6 Detail of the product lines or services

Thermal Paper Products:

- ATM POS Roll
- Thermal Paper
- Thermal Fax Paper Roll
- Medical Recording Chart Paper

Labels:

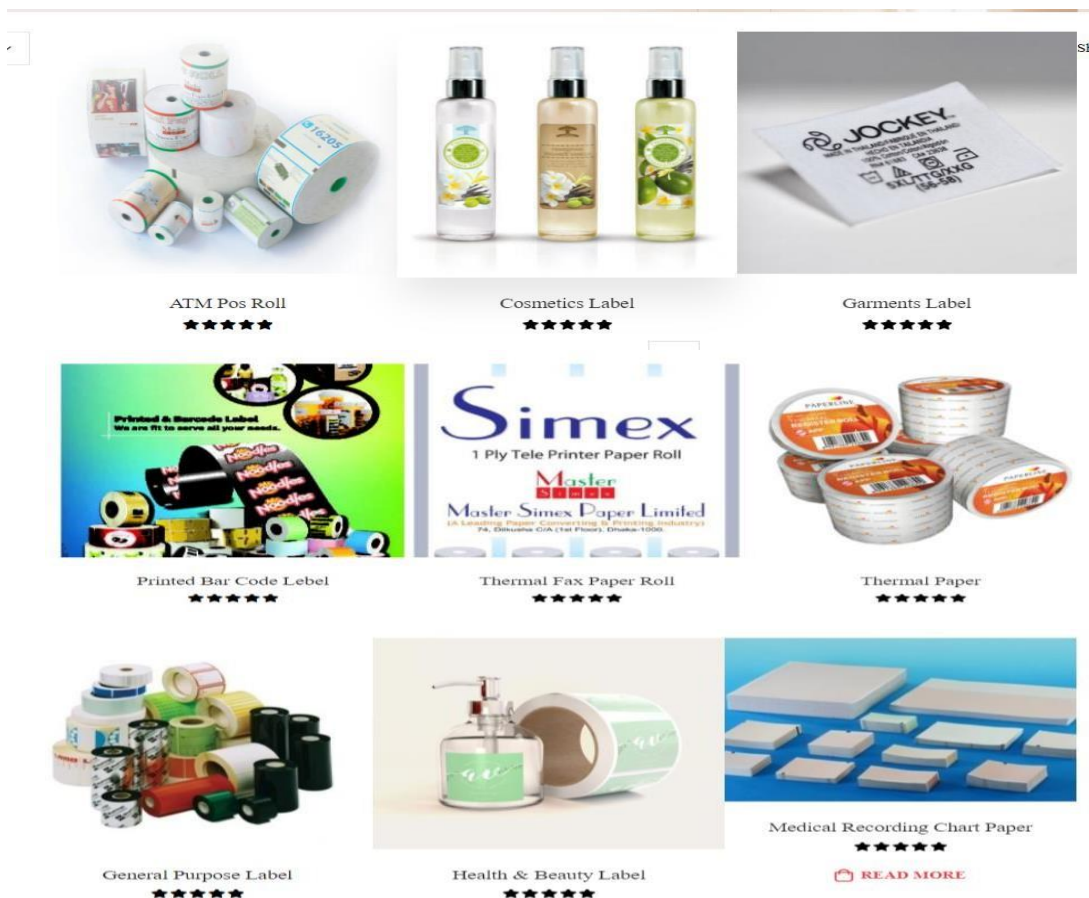
- Printed Bar Code Labels
- General Purpose Labels
- Health & Beauty Labels
- Tire Labels
- Pharmaceuticals Labels
- Garments Labels
- Cosmetics Labels
- Printing Services

Offset Printing & Packaging:

- Web Printing
- OMR & Business Forms
- Specialty Printing:
- Security Printing
- Sticker / Self-adhesive Label

Printing:

- Exercise Books
- White & Printed Labels
- Tracing Paper
- Plotter Roll
- Computer Paper
- Continuous Computer Paper
- OMR Forms with Variable Data



Figures 2: Detail of products line or services

2.7 Services

- Customer service
- Sales support
- Logistics
- Technical support
- Quality assurance
- After sales service
- Marketing and promotions

2.8 Transport services



Figures 3: The Transport Services

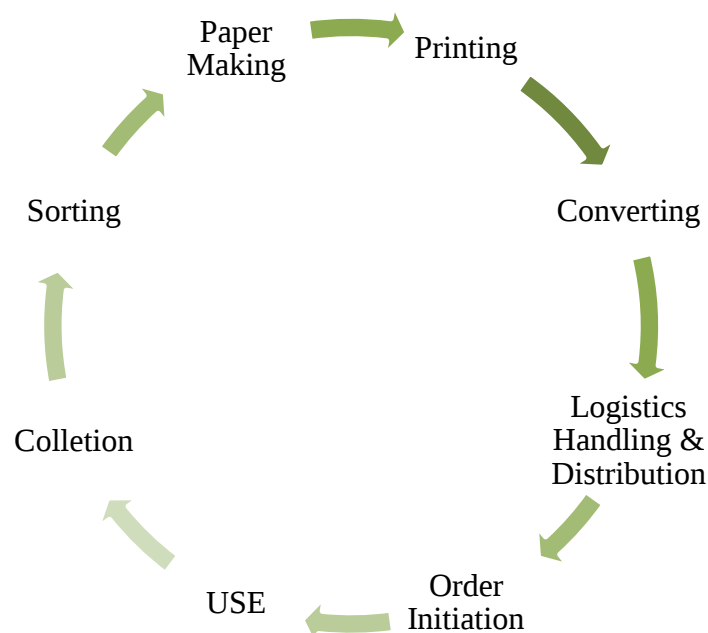
2.9 Operation details

Based on the information I found, Master Simex Paper Limited's operations seem to involve the following:

- **Converting paper:** They take bulk paper and turn it into various usable forms. This likely includes cutting, perforating, and potentially printing on the paper.
- **Printing:** They offer a wide range of printing services, including forms, stationery, packaging, and more
- **Manufacturing:** They manufacture a variety of paper products, including computer paper, labels, stickers, notebooks, and more.
- **Distribution:** They have a distribution network that covers all of Bangladesh.

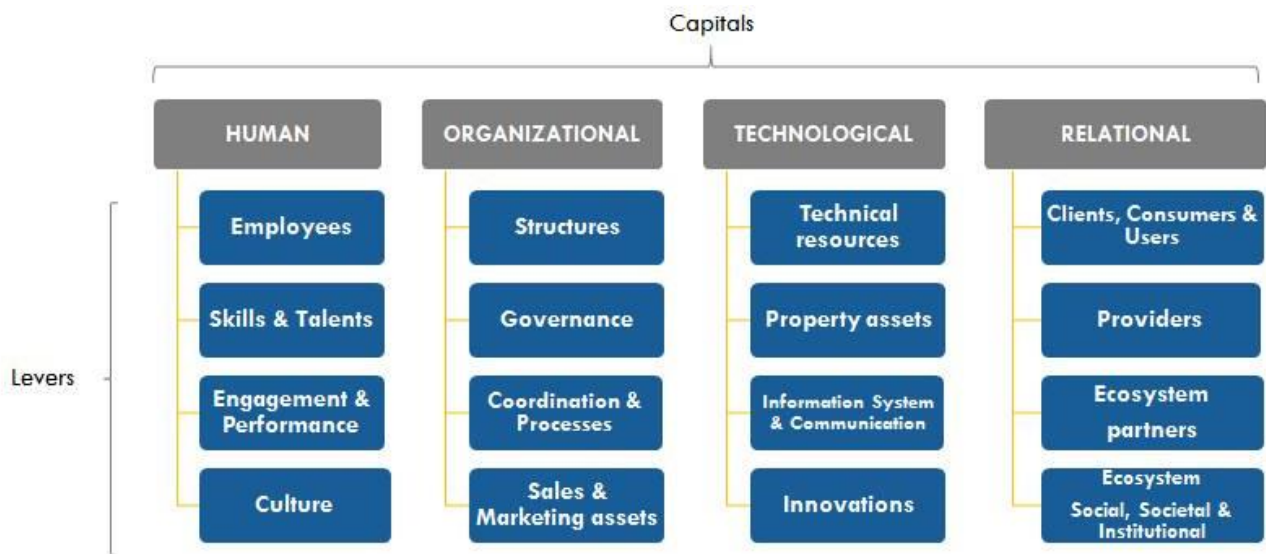
Here are some additional details:

- They focus on using state-of-the-art technology and machinery.
- They emphasize customer needs and quality in their approach.
- They have a team with expertise in creative vision, professionalism, and results-oriented work.



Figures 4: The Operations Detail

2.10 Function all Departments



Figures 5: The Function all Departments

Recruitment and Hiring: This involves attracting qualified candidates for open positions within a company. HR professionals develop job descriptions, source candidates through various channels, screen resumes and applications, conduct interviews, and make hiring decisions.

Training and Development: Once you have hired employees, HR helps them develop the skills and knowledge they need to succeed in their roles. This can include onboarding programs, on-the-job training, mentoring programs, and opportunities for professional development.

Employer-Employee Relations: HR fosters positive relationships between employers and employees. This includes addressing employee concerns, handling workplace conflicts, and ensuring fair treatment for all employees.

Maintain Company Culture: Company culture refers to the shared values, beliefs, and attitudes of the people who work there. HR helps to shape and maintain the company culture by developing and implementing policies and programs that support the desired culture.

Manage Employee Benefits: HR administers employee benefits programs, such as health insurance, paid time off, and retirement savings plans. This includes selecting benefit providers, negotiating rates, and communicating benefits information to employees.

Safe Work Environment: HR is responsible for ensuring a safe and healthy work environment for all employees. This includes developing and enforcing safety policies, providing safety training, and investigating workplace accidents.

Chapter 3

3.1 Literature Background

The literature surrounding training and development in organizations encompasses a diverse array of theories, models, and empirical studies aimed at understanding the intricacies of employee learning and growth within the organizational context. This section provides an overview of key theoretical frameworks, empirical findings, and practical implications relevant to the training and development process, with a focus on its significance in enhancing organizational performance, employee satisfaction, and overall effectiveness.

Training Process at Master Simex Papers Ltd

3.2 Training

Training is a predetermined process that assists individuals in learning specific job-related knowledge in an efficient, correct, expert, and skillful manner. The trip is planned, however it takes place at regular intervals to keep the employee's credentials at their highest. They typically provide instruction and are specialists of an expert in the associated field or occupation.

3.3 Objective of Training



- **Increased Productivity:** The brand's existing talents are strengthened through training, which also compels the brand to discover and develop fresh, efficient ways to perform the same task repeatedly.
- **Quality Improvement:** Naturally, one of the primary objectives of training and development is to increase the product's quality, as this is not the case as it was in the past with lower-quality clients. The consumer of today is aware of what is and is not best for him. To put it plainly, the lengthy history of polite conversation and business dealings.
- **Learning time Reduction:** One of the primary objectives of training and development is also to shorten the learning period. However, this scenario can also be reinforced by the use of relevant course materials and knowledgeable teachers who value practical experience above memorization.
- **Safety First:** One of the primary objectives of training and development is also to create a product that is life-friendly and to impart information for the right use of equipment. The higher, the better the employees handle the technology, the better for both the company and the workers. The better an employee uses technology, the more advantageous it is for the business and the employees.
- **Labour Turnover Reduction:** Because training equips workers with skills that will be useful in instilling the feeling of the workers, it ensures that the company does not have to replace its personnel on a regular basis. Employees feel comfortable and secure in their particular employment as a result.
- **Keeping yourself Updated with Technology:** Newer technologies are coming and we could go on and on, but we don't have time. Staff training and education keeps them updated with the latest additions to technology, methods, techniques and processes.

3.4 Process of Training



Need Analysis: Finding a gap between the intended future performance and the actual performance is the dissecting stage. There are two categories of extensible scenarios, for example, an open execution hole that requires a remedy. An additional of bug is one that will manifest itself in future execution; this type of bug must be identified now in order to be remedied.

Instructional Design: The results of the inquiry stage during the configuration phase will be the information. Any holes in the test procedure will be found, and a plan of preparation will be made accordingly. This is the most effective technique to address the preparation's goal. These stages specify the of preparation, the necessary preparations, and the methods by which the workforce should be ready.

Development: Training programs that take into account the production of materials like manuals, addresses, and slides are developed in order to create actual preparation materials. It gathers information from the configuration phase's output. It facilitates a better understanding of the learning process, including its prerequisites, timeliness, and links to the concepts covered in the program.

Implementation: Implementation preparation is setting up the setup to use a pre-agreed strategy to accomplish the intended outcome. This is done in order to assess the effects of setting up a financially charged association. This is the preparatory program's most erratic feature; if something goes wrong, it could leave the experience unsatisfying. Sometimes they arrange program bomb preparations all around because of had backups.

Evaluation: This step involves the organization assessing the training program to see if it is realistic and fairly accomplishes its goals. There are two main kinds of evaluation measures. The evaluation of

the measure, which determines whether the preparation cycle of the interaction preparation in the preparation plan was successful or not.

3.5 Training Needs of Master Simex Paper Limited

An organized procedure called a training needs analysis (TNA) is used to find gaps in employees' current skill and knowledge base and the competences needed for their specific responsibilities. It includes:

- **Conduct a skills gap analysis:** This will help identify any gaps between the skills employees currently have and the skills they need to be successful.
- **Ask employees for feedback:** Employees often have valuable insights into their own training needs and the needs of their colleagues.
- **Review industry trends:** Staying up-to-date on industry trends can help identify new skills and knowledge that will be important for future success.
- **Sales and marketing:** Training in effective sales techniques, communication skills, and marketing strategies can help the company increase sales and brand awareness.
- **Customer service:** Equipping staff with exceptional customer service skills will ensure customer satisfaction and loyalty.
- **Operations:** Training on efficient production processes, quality control measures, and inventory management can streamline operations and reduce costs.

3.6 Training Needs Analysis of Master simex paper limited

Training needs analysis for Master Simex Paper Limited is essential to identify skill gaps and develop effective training programs for employees.

1. Organizational Analysis: Assess the company's goals, strategies, and training budget. Identify the target audience for the training and their current skill levels.

2. Task Analysis: Break down the essential tasks and responsibilities of each job role within the company. Determine the knowledge, skills, and abilities required to perform these tasks effectively.

3. Individual Needs Analysis: Evaluate the current of employees through performance appraisals, skills tests, or surveys. This will help pinpoint specific skill gaps and training needs.

4. Gap Analysis: Compare the required for each job role with the employees' current skill levels identified in step. This will reveal the specific training needs that need to be addressed.

5. Develop Training Programs: Design training programs that target the identified skill gaps. These programs should consider factors like adult learning principles, preferred learning styles, and resource availability.

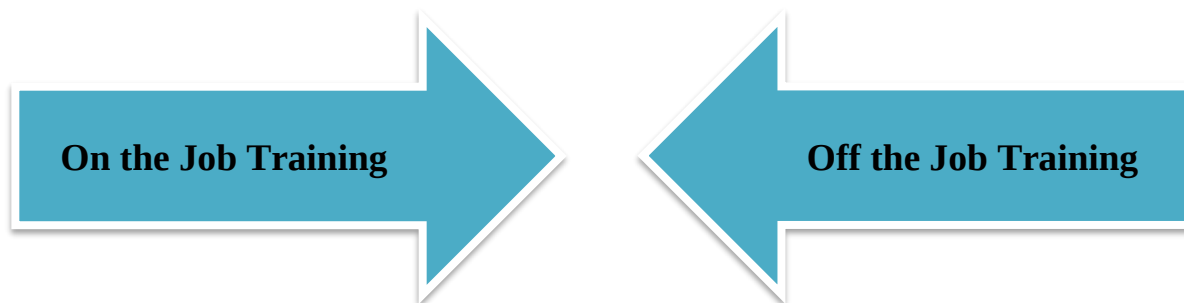
6. Implementation and Evaluation: The training programs and monitor their effectiveness. Gather feedback from participants to assess the program's impact on their knowledge and skills.

3.7 Training Policies of Master Simex Paper Limited

- The distinction in needs for a representative's preparation is observed from the viewpoints of a particular division and the employees.
- Advancement and readiness are methodical acts. Planning, organizing, and budgeting are outlined in Master simex paper limited HR Development for every division.
- Every delegate at Master simex paper limited received a preparatory incentive. Each employee will receive an extended training attribute as part of this training incentive at each of the multiple sites where training will be provided.
- The business meeting will be chaired by an internal or external manager.
- A specific head of office is the aim of preparatory programs or a department in particular.
- The worker who has been selected for the training will definitely take part in the course.
- Members' and their bosses' criticism would be ready.

3.8 Training Methods of Master Simex Paper Limited

There are two types training ways Master Simex Paper Limited follows:



On-the-Job-Training:



Information about preparation is provided by executives, partners and administrators in the association. Agents receive instructions on what needs to be done and what needs to be avoided in order to finish the mission. Master simex paper Ltd Company uses a variety of strategies, including job pivoting, temporary employment, and apprenticeships, in conjunction with practical training. Master simex paper limited approach permits staff members to remain with the organization while receiving training that will quickly make them effective.

- **Job Instruction:** This involves training employees by showing them how to perform their tasks rather than having them read instructions or listen to lectures. It's typically hands-on and practical.

- **Internship:** An internship is a temporary position where students or trainees gain work experience in their field of study. It's often part-time and can be for academic credit or for learning purposes.
- **Apprenticeship:** This is a structured training program where individuals learn a trade or skill by working directly under skilled professionals in a real-world setting.

Off-the-Job-Training:



Off-preparation is training that is given outside the company and emphasizes relationship- building communication more than other topics. At Master simex paper limited, there are numerous methods to wrap up outstanding tasks.

- **Class room Training:** This refers to traditional training conducted in a classroom setting, where an instructor teaches a group of learners using lectures, presentations, and demonstrations.
- **Video Presentation:** This involves using videos to deliver training content. It can be part of various training methods, providing visual and auditory learning experiences.
- **Conferences & Seminars:** These are events where professionals gather to discuss industry trends, research, and best practices. They often include presentations, workshops, and networking opportunities.
- **Lecturer Method:** This is a teaching method where an instructor delivers information through lectures. It's a common method used in classroom training and educational settings.

3.9 Types of Training Process of Master Simex Papers Ltd:

Certainly! Here's a 5-step training process for Master Simex Papers Ltd., tailored to enhance the skills and knowledge of new employees:

Step 1: Orientation and Introduction

- **Welcome Session:** Introduction to the company's history, mission, and vision by senior management.
- **Tour of Facilities:** Guided tour of the company's facilities, including production areas, offices, and key departments.
- **Introduction to Key Personnel:** Meet and greet with department heads and key team members.
- **Review of Policies and Procedures:** Overview of company policies, safety guidelines, and operational procedures.

Step 2: Comprehensive Training on Products and Services

- **Product Knowledge Sessions:** Detailed training on the different types of paper products, their uses, and specifications.
- **Production Process Training:** Understanding the entire paper manufacturing process from raw material procurement to final product.
- **Quality Standards:** Introduction to quality control measures, standards, and certifications.
- **Interactive Q&A:** Sessions with product managers and engineers to clarify doubts and enhance understanding.

Step 3: Hands-on Training and Practical Experience

- **Shadowing Experienced Employees:** New hires will shadow experienced workers in their respective departments.
- **Practical Workshops:** Hands-on workshops in various sections of the production line, such as pulp processing, paper making, and finishing.
- **Task Assignments:** Assign real tasks under supervision to ensure practical learning and skill acquisition.
- **Safety Drills:** Participation in safety drills to understand emergency procedures and protocols.

Step 4: Role-specific Training

- **Department-Specific Training:** Detailed training focused on the employee's specific department (e.g., production, quality control, sales and logistics).
- **Software and Tools Training:** Training on any software, machinery, or tools specific to the role.
- **Role-playing Scenarios:** Simulated scenarios to practice and refine role-specific skills.
- **Performance Monitoring:** Continuous feedback and support from supervisors to address any learning gaps.

Step 5: Evaluation and Continuous Improvement

- **Assessment Tests:** Written and practical tests to evaluate the knowledge and skills gained.
- **Feedback Sessions:** One-on-one feedback sessions with trainers and supervisors to discuss performance and areas of improvement.
- **Continuous Learning Opportunities:** Provide access to ongoing training, workshops, and e-learning modules.
- **Performance Review:** Regular performance reviews to track progress and set goals for further development.

3.10 Training of Evaluation Models at Master Simex Paper Limited

Kirkpatrick models:

The decision has already taken place about this model. This model consists to the four below:

- **Reaction:** Master Simex Paper Ltd This level measures the participants' satisfaction with the training experience. Did they find it engaging, relevant, and well-delivered.
- **Learning:** Master Simex Paper Ltd This level assesses whether participants gained the intended knowledge, skills, and attitudes from the training.
- **Behavior:** Master Simex Paper Ltd This level evaluates if participants applied the acquired knowledge and skills on the job after the training. Did their behavior change as a result of the training.
- **Results:** Master Simex Paper Ltd This highest level measures the impact of the training on the organization's bottom line. Did the training lead to improved performance, increased productivity, or cost savings.

3.11 ADDIE Models

The ADDIE model is a widely used framework in instructional design for creating educational and training programs for Master simex paper limited below:

- **Analyze:** This initial phase involves understanding the needs of the learners and the goals of the training program. Master simex paper Ltd identify the target audience, their existing knowledge and skills, and the desired learning outcomes.
- **Design:** Based on your analysis, you'll design the instructional approach. Master simex paper Ltd, This includes creating learning objectives, assessments, content outlines, and selecting appropriate instructional methods and materials.
- **Develop:** In this phase, you'll develop the training materials based on the design plan. This could involve creating presentations, handouts, simulations, or e-learning modules.
- **Implement:** This is where you deliver the training program to the learners. Master simex paper Ltd It might involve conducting in-person sessions, delivering online modules, or providing self-paced learning materials.
- **Evaluate:** The final phase focuses on assessing the effectiveness of the training program. You'll gather feedback from learners and evaluate how well the program met the learning objectives. This feedback can then be used to improve future iterations of the training program Master simex paper Ltd.

Chapter 4

Development Process of Master Simex Papers Ltd.

4.1 Development

Development is a more valuable structure that emphasizes individuals' personal success and bright future based on their organizational experience, knowledge, and skills rather than their current job role. Development typically refers to educational activities designed to help staff members increase their knowledge. It offers a general understanding and perspective that benefits individuals in top positions, but it is not entry-level focused. Aspirations and dedication on a personal level are critical for growth. Most development initiatives are done on a volunteer basis.

4.2 Objective of Development

- Skill Enhancement
- Adaptability and Resilience
- Innovation and Creativity
- Global Competence
- Employee Engagement and Satisfaction
- Employee Retention and Talent Development
- Organizational Effectiveness
- Professional Growth

4.3 Development Process at Master Simex Papers Ltd

In today's competitive business landscape, organizations must prioritize the development of their workforce to adapt to evolving market trends, technological advancements, and customer preferences. Master Simex Papers Ltd., a leading player in the printing industry, recognizes the importance of fostering talent and nurturing a culture of continuous learning and growth. This chapter explores the comprehensive development process implemented at Master Simex Papers Ltd., encompassing strategies, methodologies, and outcomes aimed at enhancing employee capabilities and driving organizational success.



- 1. Process Identification:** Finding the process that needs to process development process. Typically, the impetus will be the need to either be designed is the first stage an existing process or to create a new process where none currently exists.
- 2. Information Gathering:** Making ensuring the team working on process development is making decisions based on facts rather than is the main goal of information gathering. The best way to get to the facts is by speaking to the people who are actively involved in doing the work.
- 3. Design & Analysis:** The best place to begin is to diagram the process graphically using Relational Process Maps, Cross-Functional Process Maps, or Flowcharts. These Process Design Methods, along with checklists are discussed in the next chapter.
- 4. Testing & Refinement:** Once the process has been fully designed, it can be tested and refined. A good starting point for testing is the Dry Run. Mistakes or omissions are easier to identify by people who bring fresh perspective by not having been involved in the process design to this point. By keeping the initial walk-through on paper (or whiteboard), the Dry Run helps identify any obvious issues without disrupting the actual work.
- 5. Implementation & Monitoring:** It is now ready for implementation. A roll-out plan that is appropriate for the process helps the relevant members of the organization receive the training they need.

4.4 Employees Development

The employee must be formally informed about the training program. Workers need to know the training program's topic, duration, and supervisor. In Company, it is standard procedure to notify staff members by sending copies to the head of department via an interoffice communication. A session guide is also provided to the participant to help them understand the program; staff members are occasionally notified informally, such as by phone or email. The training initiative has the enthusiastic support of Company staff members.

4.5 Management Development

The growth of management interests Master Simex Papers Ltd greatly. The goal of management development is to improve a student's organizational management skills. To put it simply, management entails organizing, planning, directing, and coordinating resources. The capacity to oversee one's own learning is a crucial ability for everyone.

4.6 Career Development

At Master Simex Papers Ltd , career progression includes supervision of a profession within or between associations. In addition, it includes customization of new abilities and upgrades that help in the profession. A person's career advancement will be effective if they plan to implement professional improvement or advance within an organization. Professional development is a process.

4.7 Understanding Development Needs

At the heart of Master Simex Papers Ltd.'s development process lies a deep understanding of employee development needs, aspirations, and career goals. This understanding is derived from various sources, including performance appraisals, talent assessments, career discussions, and feedback mechanisms. By actively engaging employees in discussions about their development aspirations and aligning them with organizational objectives, Master Simex Papers Ltd. ensures a personalized and targeted approach to development planning.

4.8 Development Planning and Goal Setting

Once development needs are identified, Master Simex Papers Ltd. collaborates with employees to create individual development plans that outline specific goals, objectives, and action steps. These plans are designed to address skill gaps, capitalize on strengths, and foster career progression within the organization. Development goals may encompass technical skills enhancement, leadership development, project management, and cross-functional exposure, among others.

4.9 Learning and Development Programs

Master Simex Papers Ltd. offers a diverse range of learning and development programs designed to cater to the varied needs and preferences of its workforce. These programs may include:

- 1. Technical Training:** Targeted training programs aimed at enhancing technical skills and competencies relevant to employees' roles and responsibilities. These programs may cover areas such as printing technology, quality control, machine operation, and maintenance.
- 2. Leadership Development:** Programs designed to nurture leadership potential and cultivate essential leadership competencies among employees at all levels of the organization. These programs may include workshops, seminars, coaching, and mentoring initiatives focused on communication, decision-making, team building, and strategic thinking.
- 3. Cross-Functional Exposure:** Opportunities for employees to gain exposure to different functional areas within the organization, enabling them to develop a broader understanding of business operations and perspectives. Cross-functional projects, job rotations, and temporary assignments facilitate skill diversification and cross-pollination of ideas.
- 4. Professional Certifications:** Support for employees seeking to obtain industry-recognized certifications or qualifications relevant to their roles and career aspirations. Master Simex Papers Ltd. may sponsor employees for certification programs, provide study materials, and offer study leave to facilitate exam preparation.
- 5. Soft Skills Development:** Training programs focused on enhancing interpersonal skills, communication abilities, emotional intelligence, and problem-solving capabilities. These programs help employees navigate complex work environments, collaborate effectively with colleagues, and adapt to changing business dynamics.

4.10 Methods of Employee Development

The delivery of learning and development programs at Master Simex Papers Ltd. is facilitated through various methodologies, including:

- 1. Classroom Training:** Traditional classroom-based training sessions conducted by internal subject matter experts or external trainers. These sessions offer structured learning experiences and opportunities for interactive discussions, case studies, and group activities.
- 2. E-Learning and Online Modules:** Leveraging digital platforms and e-learning technologies to deliver self-paced, asynchronous learning experiences. Online modules, webinars, and virtual classrooms provide employees with flexibility and accessibility, allowing them to learn at their own convenience.
- 3. Experiential Learning:** Hands-on learning experiences such as simulations, role-plays, and on-the-job training initiatives. These experiential learning methods enable employees to apply theoretical knowledge in practical scenarios, reinforcing learning outcomes and enhancing skill proficiency.
- 4. Coaching and Mentoring:** One-on-one coaching sessions and mentoring relationships facilitated by experienced leaders or senior employees. These personalized development interventions offer targeted guidance, feedback, and support tailored to individual development needs and career aspirations.

4.11 Methods of Management Development

- **Executive Education and Workshops:** Master Simex Papers Ltd provides executive education opportunities and workshops to its managerial staff, ensuring they stay updated on industry trends, management practices, and emerging business.
- **Job Rotation and Special Assignments:** Master Simex Papers Ltd facilitates job rotations and special assignments for its managers, providing exposure to diverse roles and challenges to broaden their skill set.
- **Strategic Planning Sessions:** The company organizes strategic planning sessions to involve managers in decision-making processes, allowing them to contribute to the formulation and execution of organization strategies.
- **Technology and Innovation Training:** Given the dynamic nature of the banking industry, Master Simex Papers Ltd ensures that its management team receives training on the latest technologies and innovative practices to stay competitive.

4.12 Development Practices at Master Simex

Master Simex Papers Ltd. employs comprehensive development practices to enhance the skills, knowledge, and capabilities of its workforce. The Company commitment to employee growth aligns with its strategic goals and ensures a dynamic and adaptable team. Here are key development practices implemented at Master Simex Papers Ltd.

- 1. Succession Planning:** Succession planning is an important part of Master Simex Papers Ltd development strategy. The Company identifies employees with high potential and prepares them for future leadership roles through targeted programs.
- 2. Cross-Functional Projects:** Involvement in cross-functional allows employees to collaborate across departments, fostering teamwork and providing opportunities for skill diversification.
- 3. E-Learning Platforms:** Master Simex Papers Ltd uses e-learning platforms to provide flexible and accessible training modules that enable employees to engage in self-directed learning tailored to their needs.
- 4. Performance Feedback and Appraisals:** Regular feedback and performance reviews give employees insight into their strengths and areas for improvement and drive personalized development plans.
- 5. Industry-Specific Certifications:** The Master Simex Papers Ltd supports employees in obtaining industry-specific certifications, thereby increasing their credibility and expertise in their respective fields.
- 6. Innovation and Technology Training:** Given the rapid evolution of technology in the banking sector, Master Simex Papers Ltd ensures that employees receive training on the latest innovations and digital tools to stay competitive.

4.13 Inputs of Development

All training and development initiatives need to have elements that help participants gain theoretical knowledge, practical experience, and a long-term perspective. Furthermore, it's important to emphasize decision-making and problem-solving abilities, as well as an ethical orientation and attitude adjustments,



► **Skills:** Employees get skills via training. Interpersonal skills, often known as people skills, are essential for managers and supervisors as well as workers to use machines and other equipment as little harm or waste as possible. Without them, workers cannot operate on machines. To understand others and ourselves and to act appropriately, interpersonal skills are essential.

► **Education:** Teaching theoretical concepts and fostering the development of critical thinking and judgment are the goals of education. HR specialists are aware of the value of education in all programs related to learning and development.

► **Development:** An additional training and growth element that prioritizes knowledge over skiing. Better corporate management can be achieved by knowledge of the business environment, management concepts and procedures, human connections, industry analysis, and similar topics.

► **Ethics:** An ethical focus for the program of education and growth is necessary. Needless to say, commercial ethics are largely disregarded. The organization's manufacturing, finance, and marketing departments are replete with unethical behavior. This in no way absolves the HR manager of accountability. The HR manager employees in marketing, finance, or production engage in unethical behavior.

Chapter 5

5.1 Major Findings

- The Master simex paper limited following the structured process. Through identifying training needs and objectives, implementing training programs, determining types of training, and evaluating training programs.
- The main objective of the company is to improve employee's skill and knowledge through training.
- The Master simex paper limited conducts TNA methods involves observation, communication, and job tasks to identify individuals requiring training.
- The Master simex paper limited evaluates the training program to determine whether it is practical and has achieved its goals fairly or not. Company uses two different types of evaluation metrics.
- Two types of training are available: on-the-job training and off-the-job training approaches.
- Under the on-the-job training method, the company practices job rotation, internship programs, and action learning.
- In addition to some other techniques like case studies, video presentations, etc., trainee teachers' lectures are the most popular kind of of-the-job training.
- The objective of the development process is to improve organizational performance, improve the adaptability of the organization, and gain an understanding of the phases of the organizational development program.
- Employee development was done through the process of employee training, effective coaching, and leadership mentoring.
- Employee development initiatives require investment in resources such as training materials, trainers, technology, and time. Limited budgets or competing priorities can pose challenges in providing comprehensive and impactful development opportunities for all employees.

5.2 Problems identify

- Master Simex Paper Limited does not offer a range of training options to help employees enhance their skills, etiquette, discipline, motivation, and communication.
- Training and development process may not be tailored to the specific needs of different departments or roles, leading to a one-size-fits-all approach that is ineffective for certain employees.
- There may be insufficient analysis to determine the actual training needs and development needs of employees, leading to gaps in skills that are critical for job performance.
- Without proper evaluation of training and development process, feedback from participants, it's difficult to assess their impact and make necessary adjustments.
- Variability in the quality of training and development process sessions due to differences in trainers' expertise and delivery methods can lead to inconsistent learning outcomes.
- Employees may not have sufficient opportunities for continuous learning training and development process, which is crucial for keeping skills up-to-date in a rapidly changing industry.
- Employees and management may resist new training and development process initiatives due to a lack of understanding of their benefits or fear of change.
- If management does not prioritize training and development process, it can lead to inadequate funding, support, and integration of these programs into the company culture.
- Training process might not be aligned with the strategic objectives of the company, reducing their relevance and effectiveness in driving business success.
- Focusing too much on mandatory compliance training at the expense of skill development can lead to a workforce that is compliant but not necessarily competent.
- Frequent changes in training staff can disrupt the continuity and consistency of training programs.
- Training materials that are outdated, irrelevant, or not user-friendly can impede learning and retention.
- Not leveraging data and analytics to track training and development process, identify gaps, and personalize learning experiences can lead to suboptimal training and development outcomes.

5.3 Recommendations

- Establish a comprehensive framework for evaluating the effectiveness of training programs. Define clear key performance indicators and regularly assess how well training aligns with organizational goals and contributes to employee development.
- Development strategies to improve employee retention and establish ongoing professional development. Make an effort to establish a welcoming workplace that motivates staff members to stick with the company.
- Assess the efficiency of e-learning programs and reallocate resources as needed to enhance the effectiveness of multimedia training process, computer-based training, and mobile technology initiatives.
- Conduct regular skill assessments to identify gaps training and development targeted training programs.
- Prioritize employee development as a strategic investment and allocate sufficient budget.
- Offer leadership training programs that focus on strategic thinking, decision-making, and people management skills.
- Training and development process, create a culture that encourages innovation, critical thinking, and learning from failures.

5.4 Conclusion

In Bangladesh, company are fiercely competitive. Biter customer service provided by company is essential to a company's success. Through effective training and development programs, company employees can become highly skilled bankers who can satisfy customers and add value to the organization. Employees can also become more productive and make valuable contributions to the organization at every stage of their careers. An organization's workforce might gain a competitive edge through well-designed and beneficial training. Therefore, now is the ideal moment for the HR department of Bangladesh's company industry to start offering employees effective training and development opportunities through the application of effective human resources management.

This report has not only uncovered the practices of Master simex paper limited but has also offered insights and recommendations to guide its future steps. The journey is on going, and the path to excellence in training and development is a dynamic one. As Master simex paper Ltd continues to evolve and adapt, we remain optimistic about its future and the vital role it plays in the world of international finance.

Chapter 6

6.1 Appendices

Thermal Paper Products:

- ATM POS Roll
- Thermal Paper
- Thermal Fax Paper Roll
- Medical Recording Chart Paper

Labels:

- Printed Bar Code Labels
- General Purpose Labels
- Health & Beauty Labels
- Tire Labels
- Pharmaceuticals Labels
- Garments Labels
- Cosmetics Labels
- Printing Services

Offset Printing & Packaging:

- Web Printing
- OMR & Business Forms
- Specialty Printing:
- Security Printing
- Sticker / Self-adhesive Label

Printing:

- Exercise Books
- White & Printed Labels
- Tracing Paper
- Plotter Roll
- Computer Paper
- Continuous Computer Paper
- OMR Forms with Variable Data



ATM Pos Roll
★★★★★



Cosmetics Label
★★★★★



Garments Label
★★★★★



Printed Bar Code Label
★★★★★



Thermal Fax Paper Roll
★★★★★



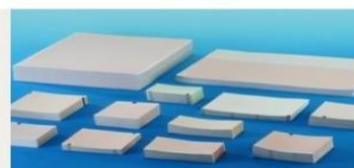
Thermal Paper
★★★★★



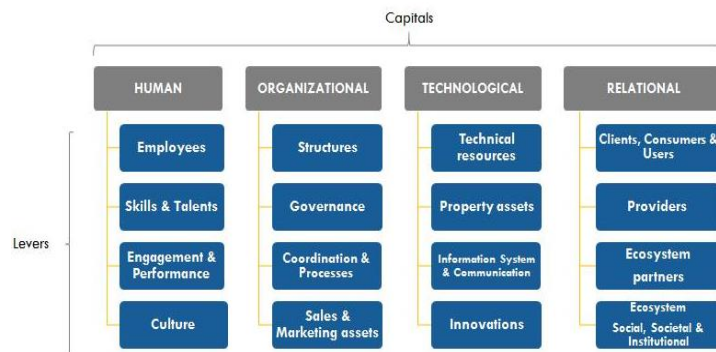
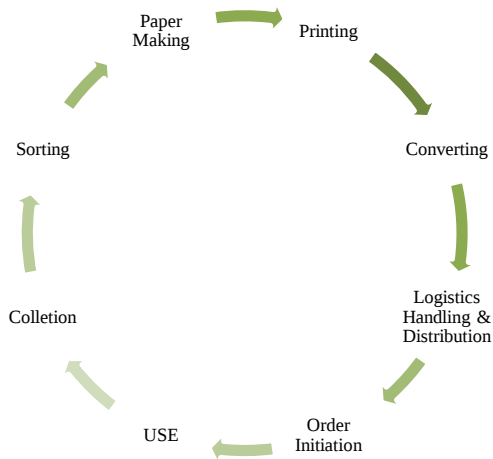
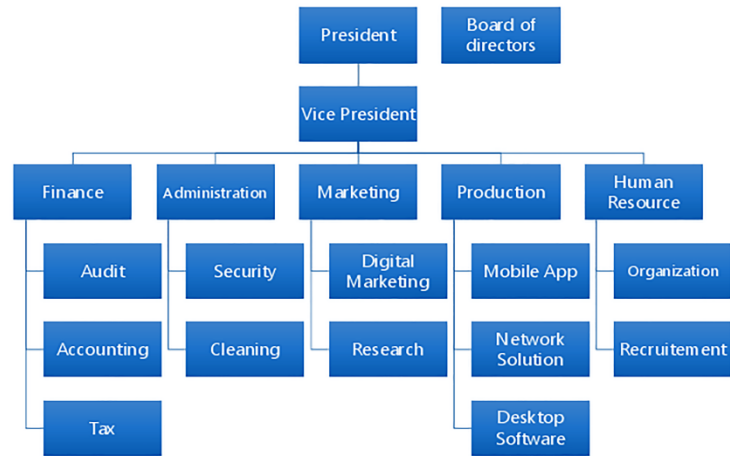
General Purpose Label
★★★★★



Health & Beauty Label
★★★★★



Medical Recording Chart Paper
★★★★★
[READ MORE](#)



Chapter 7

7.1 Reference

Deshpande, M. (2016) *HUMAN RESOURCE MANAGEMENT IN PRINTING INDUSTRY WITH REFERENCE TO RECRUITMENT AND SELECTION*, *Journal of Engineering Research and Studies*. Technical journals online.com. Available at:

<https://www.technicaljournalsonline.com/jers/VOL%20II/JERS%20VOL%20II%20ISSUE%20I%20APRIL%20JUNE%202011/ARTICLE%2010%20JERS%20VOL%20II%20ISSUE%20II%20APRIL-%20JUNE%202011.pdf> (Accessed: 2022).

Catlin, E. (2023) *Printing and Corporate Social Responsibility (CSR)*, *First Copy | Print | Document Technology | Managed Services*. First copy. Available at: <https://firstcopy.co.uk/blog/printing-corporate-social-responsibility-csr> (Accessed: April 7, 2023).

Good People Management of the Printing Industry (2021) *Labor Department*. Available at: <https://www.labour.gov.hk/eng/public/wcp/GPMPrinting.pdf> (Accessed: 2022).

Our different departments (no date) *Minuteman Press*. Available at: <https://www.minutemanpress-dc.com/companyinfo/departments.html> (Accessed: April 7, 2023).

Rahman, M.F. (2011) *Printing: The next big thing for Bangladesh*, *The Daily Star*. Available at: <https://www.thedailystar.net/news-detail-193962> Accessed: April 7, 2023).