

**Internship Report on
Training and Development Process of Bashundhara Group (LP GAS)**

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Submission Date:

Letter of Transmittal

Date:

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Subject: Internship report on 'Training and Development Process of Bashundhara Group (LP GAS)'

Respectfully Madam,

I'm pleased to submit the Internship Report, a critical element of the BBA Program, which was performed under your meticulous convoy and guidance and led to a significant performance.

Throughout my internship, I gained practical experience as an intern at Bashundhara Group (LP GAS), which led to the preparation of an internship report focused on the "Training and Development Procedures of Bashundhara Group (LP GAS)," which was required for my BBA degree. After analyzing this report, I would appreciate your input; your ideas are crucial.

I hope this study is enlightening and useful in improving understanding of the issue.

Sincerely Yours,

Marzia Bintey Hassan

ID: 193-11-6349

Department of Business Administration,

Daffodil International University

Acknowledgment

I thank Allah, for providing me the strength to fulfill my responsibilities as an intern and complete the report on time. I'd like to convey my profound thanks to Khadiza Rahman Tanchi Ph.D, an Associate Professor in the Department of Business Administration, Daffodil International University for her essential support throughout my internship.

I also want to thank Shadat Hossain, my organizational supervisor at Bashundhara Group, and my colleagues for their assistance and guidance during this period. The organization's positive work environment allowed me to take on a range of activities.

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Declaration

I, Marzia Hassan, confirm that the internship program report on " Training and Development Process" was expressly produced by me after three months of employment at Bashundhara Group.

I affirm that this paper was created only for academic purposes. It might be favorable for the inverse side of the corporation. And also want to notify you that I would guarantee that I was the only one who wrote the entire paper.

A square image showing a handwritten signature in black ink. The signature appears to be 'Marzia' written in a cursive, flowing style.

.....

Marzia Binte Hassan

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Letter of Acceptance

I am writing to certify that the undersigned supervisor has examined and approved Marzia Bintey Hassan's internship report, on 'Training and Development Process of Bashundhara Group (LP GAS)'. The report meets needed requirements and demonstrates the intern's knowledge and skills.



.....
Dr. Khadiza Rahman Tanchi

Associate Professor,

Department of Business Administration,

Daffodil International University

Executive Summary

This paper thoroughly examines the training and development practices within Bashundhara Group's LP Gas division. It provides an overview of the company's history, vision, mission, fundamental values, and organizational structure.

The paper also delves into theoretical ideas connected to training and development, distinguishing between them, outlining their goals, and reviewing evaluation techniques. The report begins with an introduction to Bashundhara Group and its LP Gas division, highlighting key milestones and achievements. It then goes on to define training and development, its goals, and various training methods such as on-the-job training and development, emphasizing the importance of training needs analysis.

It implies that aligning training strategies with organizational goals and embracing new training methodologies will improve employee capabilities, increase operational efficiency, and solidify Bashundhara Group's position as a leader in the LP Gas industry.

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Chapter-1: Introduction

1.1 Introduction

The Bashundhara Group was established in 1980 by Ahmed Akbar Sobhan, with a primary emphasis on construction and real estate. However, the group broadened its sights to include a wide range of industries, such as cement, paper and pulp, and LP gas, with a keen awareness of market dynamics and an uncompromising dedication to diversification.

The goal of Bashundhara LP Gas Limited from the outset of its activities was to guarantee quality in all facets of the company. The corporation made investments in cutting-edge production facilities outfitted with state-of-the-art equipment, thus creating new industry standards for quality and safety. Bashundhara LP Gas quickly established itself in the industry and won the respect and confidence of customers all around Bangladesh by utilizing its strong distribution network and customer-centric business strategy. Overall, the experience with Bashundhara Group LP Gas is likely to be characterized by reliability, safety, quality, and a customer-centric approach, reflecting the broader values and principles of Bashundhara Group as a conglomerate. For the most current and detailed information about the company's activities and developments, it's advisable to refer to official statements, reports, or updates from Bashundhara Group LP Gas.

1.2 Background of the Study:

Bashundhara LP Gas is a leading brand in Bangladesh's liquefied petroleum gas (LPG) market. It's a subsidiary of Bashundhara Group, founded in 1987 by Ahmed Akbar Sobhan. Initially focusing on paper production, the group diversified into various sectors. Bashundhara LP Gas entered the LPG market to meet the growing demand for clean cooking fuel. It's known for quality, safety, and a strong distribution network, serving both urban and rural areas. Bashundhara LP Gas is a subsidiary of Bashundhara Group, one of the largest industrial conglomerates in Bangladesh. The group was founded by Ahmed Akbar Sobhan, a prominent Bangladeshi entrepreneur, in 1987. Initially, the group started with the production of paper and later diversified into various sectors including real estate, cement, consumer goods, and energy.

1.3 Scope of the Study:

In Bangladesh, It is crucial to include information on liquefied petroleum gas's production, distribution, use, and importance in the energy sector in any background research you do on the subject.

The history of the use of LP gas, including how it came to be as a byproduct of the refining of petroleum. Methods used to produce and distribute LP gas have evolved. By going over these points in the scope of the study, you'll give readers a thorough grasp of the prospects, difficulties, and dynamics of the sector. This basis will aid in placing future LP gas industry research and analysis in context.

1.4 Objective of the Report:

Broad Statement:

- This paper examines the training and development process of Bashundhara Group (LP GAS).

Specific Objectives:

- To know about the training need an analysis of the Bashundhara Group (LP GAS).
- Identify the training and development strategies used by Bashundhara Group (LP GAS).
- To identify the problems and offer some suggestions in light of the findings.

1.5 Methodology:

This report has an excellent writing and organization. I immediately began thinking about, assessing, and suggesting data collection in several ways. The necessary data is gathered using the secondary sources:

Secondary source:

- Website of Bashundhara Group
- Yearly reports and Official papers
- HR manual or policy of Bashundhara Group (LP GAS)
- HR policy especially on Training and Development

Chapter 2: Company Overview

2.1 History

The founding of BLPGL in 1999 was motivated by the desire to improve people's quality of life and address the growing issue of cooking gas scarcity. As a division of the nation's premier corporate group, Bashundhara Group, the company set out to supply the rising demand for cooking gas and provide end consumers with the respite they had been waiting for.

In addition to the Mongla facility, Bashundhara LP Gas established a sizable plant in Keraniganj, Dhaka, to guarantee that LP gas is available at the appropriate time and on the customers' doorsteps. Subsequently, two satellite facilities were established in Bogura and Chattogram. Bashundhara LP Gas can reserve the largest quantity of LPG in the nation simultaneously.



2.2 Vision

The largest and most advanced cylinder manufacturing facility in the nation, Sundarban Industrial Complex Ltd., can produce up to a maximum of cylinders every month. In response to the continuously increasing demand for gas, Sundarban Industrial Complex Unit 2 in Keraniganj, Dhaka, began operations in 2017. This is Southeast Asia's second-biggest cylinder manufacturing facility. BLPGL has one of the greatest cylinder production capacities in the world as an LPG downstream operator.

Determine the proportion of Bangladeshi families switching from traditional cooking methods to LP gas consumption, taking into account factors including cost, convenience, health, and environment.

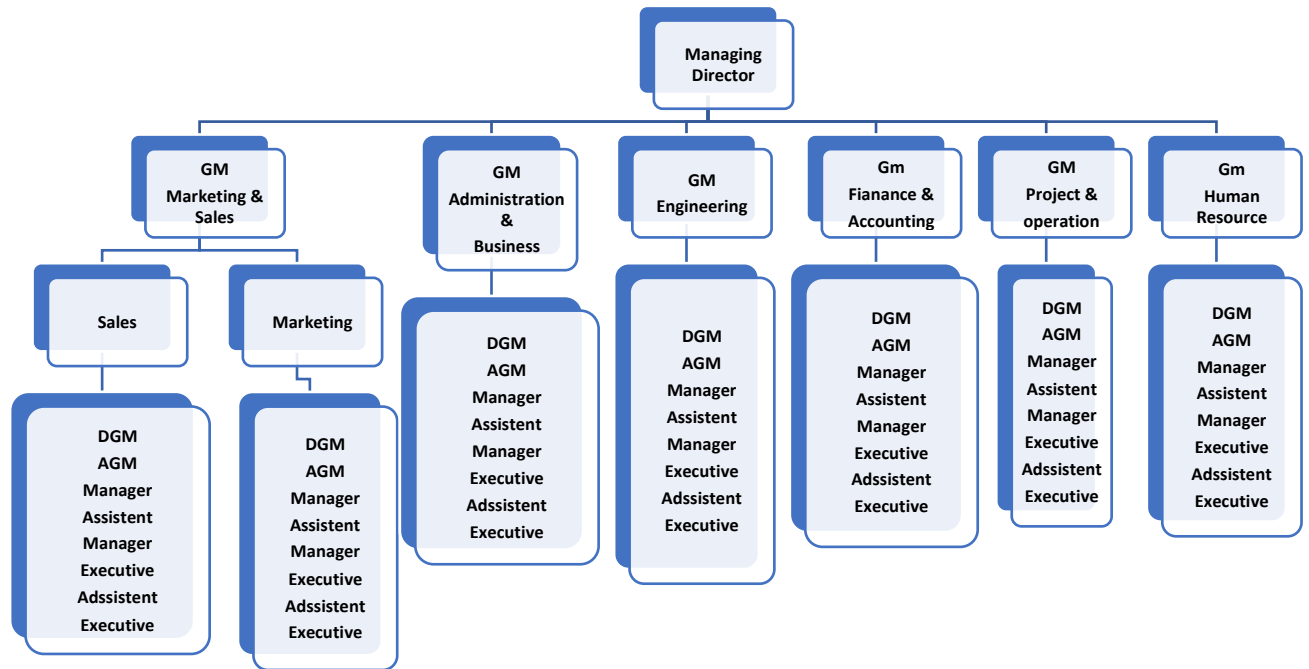
2.3 Mission

BLPGL's goal is to establish itself as a trustworthy name in the market for performance, quality, and safety. This will be made possible by a talented workforce, cutting-edge technology, and maintaining the highest level of product quality at every stage. We committed to ensuring the product's safety by conducting numerous lab tests and periodically retesting the cylinders. Their goal is to convert a significant proportion of Bangladeshi families from using traditional cooking methods to using LP gas, taking into account factors including affordability, convenience, health, and environmental concerns.

2.4 Core Value

Bashundhara Group has adopted patriotism, honesty, fair practice, and service to the nation as its core values, which act as the main basis for its decision-making. These values have created a normal compass for everyone in the group from the top management to ordinary employees and created the organizational culture accordingly. The group always tries to be driven by these values and not to deviate from them in any situation. tive of the Bashundhara Group of LP Gas.

2.5 Management of organogram/ structure



Chapter 3: Theoretical Background

3.1 Training Concept

To improve particular competencies, training is a methodical procedure that includes educating and improving fitness, knowledge, and skills in oneself or others. It is essential for enhancing capacity, output, and performance; it serves as the foundation for technological institutes' curricula and forms the basis of apprenticeship programs. To preserve, improve, and update skills throughout a person's working life, training might go beyond basic competency.

There are many different kinds of training methods, such as simulation-based training that uses technology to support learner development and on-the-job training that takes place in a typical working environment with real tools and equipment. Furthermore, physical training aims to peak at a specified period by improving particular motor abilities, agility, strength, or physical fitness. (Education, 2023)

3.2 Concept of Development

The process of developing human lives involves three main goals: expansion, advancement, and constructive change in the areas of the economy, environment, society, and demography. It entails improving life quality without creating harm. Behavior and growth are shaped by development, which is hierarchically integrated and cumulative, building on genes, environment, and previous development. A developmental perspective is essential in developmental psychopathology to comprehend diseases and changes in behavior throughout time. According to this viewpoint, psychopathology is a complicated byproduct of development that is influenced by a range of variables, including environment, genetics, and prior experiences. (UN Documentation Research Guides: Development: Introduction, n.d.)

3.3 Training vs Development

A key component of staffing that improves employee productivity and organizational success is training and development. Based on the search results, the following are the main distinctions between development and training:

- **Meaning:** While development pertains to an employee's general progress, training concentrates on enhancing knowledge, skills, and abilities for a given job.
- **Duration:** While development is a long-term process meant to equip workers for upcoming problems, training is usually brief and concentrates on immediately applicable job-related abilities.
- **Scope:** Development has a wider scope and is more career-oriented, whereas training is job-oriented and has a more limited scope.
- **Goal:** While development focuses on an employee's overall development, training primarily strives to assist individuals execute their existing jobs more effectively.
- **Initiative:** While people take the initiative for their own personal development, employers typically take the initiative to provide training to their staff.

These differences show how development tries to prepare staff members for long-term career progress and difficulties, whereas training is more concentrated on meeting immediate job requirements. (Bangash, 2021)

3.4 Goals of Production and Manufacturing

Goals of Production and Manufacturing programs for Bashundhara Group's LP Gas sector are normally designed in line with the company's overall aims and strategic objectives. Here are some particular objectives for training and development activities within Bashundhara Group's LP Gas sector.

3.5 Approaches to Training and Development

The Bashundhara Company of LP GAS provides three separate ways of training and development, including:

Training the Job (OJT):

- On-the-job training carried out in a real-world setting; • New hires observe seasoned workers to pick up job duties, safety protocols, and operating procedures.
- Facilitates the transmission of knowledge and the acquisition of skills by offering practical experience and prompt feedback.

Cross-training and Job Rotation:

- Rotating staff members among various departments or responsibilities within the LP Gas division.
- Offers exposure to a variety of work functions, improves adaptability, and cultivates a more thorough comprehension of the overall operation.
- Encourages skill development, success planning, and employee engagement.

Interactive Exhibitions and Workshops:

These hands-on, controlled workshops are ideal for teaching technical skills, equipment operation, maintenance procedures, and safety rules. They also feature equipment demonstrations and hands-on exercises. They also provide prompt feedback and reaffirm learning objectives. (Remark, 2023)

3.6 Training Need Analysis

important to pinpoint the particular competencies, areas for improvement, and knowledge gaps present in the workforce. An organized method for carrying out an examination of training needs is as follows:

Review Performance Data: To determine areas for improvement and any training needs, analyze performance data, including safety records, quality indicators, production efficiency, customer feedback, and employee performance assessments.

Perform an analysis of jobs:

Conduct a comprehensive examination of job descriptions and duties in the LP Gas sector to ascertain the particular proficiencies, expertise, and abilities needed for every role.

- Ascertain whether any modifications to the requirements for the job, the introduction of new technology, or the emergence of industry trends call for training interventions.
- Assess workers' current competencies in the LP Gas division using performance reviews, competency matrices, or skills assessments.
- Determine training priorities by identifying gaps between existing skill levels and desired competencies.

3.7 Methods of Evaluating Training and Development

- Create a thorough training plan including the goals, subject content, mode of delivery, and schedule for every training project based on the results of the requirements analysis.
- To satisfy a range of educational demands, take into consideration utilizing several training techniques, including seminars, coaching sessions, e-learning modules, on-the-job training, and classroom instruction.

The Bashundhara Group can guarantee that its training programs for the LP Gas division are relevant, targeted, and in line with organizational goals by methodically carrying out a training requirements analysis. This will eventually lead to increased productivity, safety, and employee satisfaction within the division. Van Vulpen (2024)

Chapter-4: Training and Development Process of Bashundhara Group of LP GAS

4.1 Training and Development Practices of Bashundhara Group of LP GAS:

The Bashundhara Group prioritizes employee success and skill enhancement by investing heavily in training and development initiatives. The organization prioritizes two forms of training: online training via learning portals and on-the-job training.

The Bashundhara Group stands apart from other Bangladeshi firms thanks to its training methodology. The organization thinks that workers may succeed and thrive if they receive thorough training. At Bashundhara Group, 95% of hiring is done through external sourcing, with outsourcing being the main method. The bulk of the company's personnel are hired from outside sources, and one of the company's key HR initiatives is training all new hires and current staff members.

To maintain the well-being and motivation of its staff, the corporation also provides monetary compensation, festival bonuses, health insurance, transportation benefits, and other benefits. The Bashundhara Group is committed to improving staff capabilities, motivation, and well-being within the company, as seen by its recruitment strategy, employee perks, and training and development programs.

4.2 Current Training and Development Scenario of Bashundhara Group (LP GAS)

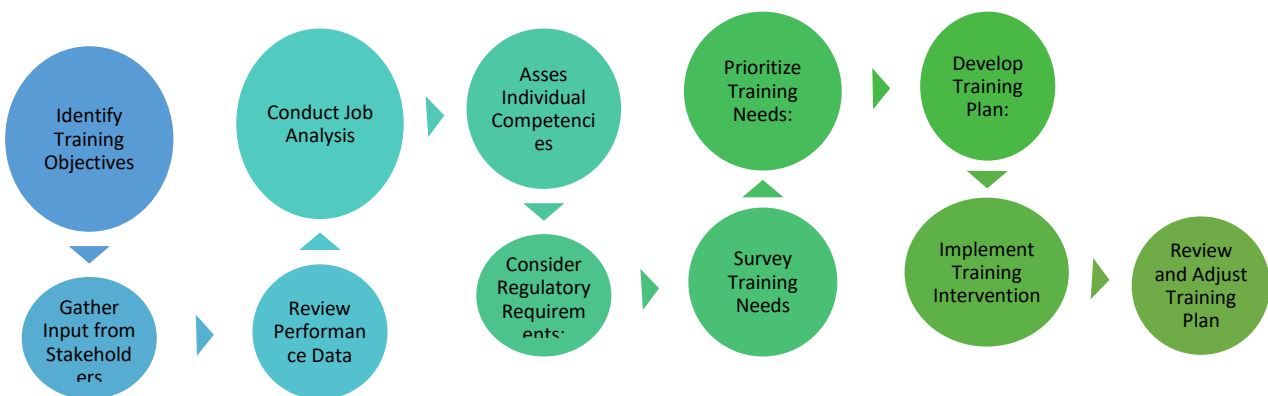
At the moment, the main training methods used by Bashundhara Group are online learning via learning portals and on-the-job training. The organization gives these training methods a lot of weight to improve worker proficiency and guarantee success. The training program is a required HR procedure for managers and both new and current employees.

The training methods used by Bashundhara Group set it apart from other Bangladeshi organizations. Along with condensed levels and training.

4.3 Training Need Analysis

Focusing on the specific training requirements set forth by regulatory agencies such as the Federal Motor Carrier Safety Administration (FMCSA), the Occupational Safety and Health Administration (OSHA), the Certified Employee Training Program (CETP), and the U.S. Department of Transportation (DOT), LP Gas has conducted a training need analysis, especially in the context of Bashundhara Group. DOT hazardous training, OSHA-approved training for workers facing job risks, CETP for major LP gas duties, and FMCSA-specific beginning training requirements are just a few of the subjects these agencies need training in.

Additionally, to assist industry changes, the evaluation of the training needs in the oil and gas sector places a strong emphasis on enhancing the knowledge bases of firms and government authorities.



1. Identify Training Objectives:

- Develop SMART (specific, measurable, achievable, relevant, and time-bound) training objectives.
- Break down broad objectives into particular learning outcomes to address skill gaps, knowledge gaps, and behavioral changes.

- Consider long-term strategic goals, such as enhancing market competitiveness, improving customer satisfaction, or cutting operational costs, and tailor training objectives accordingly.

2. Gather Input from Stakeholders:

- Conduct systematic interviews, focus groups, or town hall meetings to get input from a variety of stakeholders.
- To acquire a comprehensive knowledge, ensure broad representation at all organizational levels, departments, and functional areas.
- Conduct a SWOT analysis to identify internal strengths and weaknesses, as well as external opportunities and threats about training requirements.

3. Review Performance Data:

- Use quantitative data like productivity indicators, sales numbers, customer satisfaction scores, and staff turnover rates to detect performance trends and patterns.
- To acquire a more comprehensive knowledge of performance drivers and barriers, combine quantitative data with qualitative insights from performance assessments, employee feedback sessions, and customer comments.
- Use data visualization tools like charts, graphs, and dashboards to communicate findings in an understandable and actionable fashion.

4. Conduct Job Analysis:

- Conduct job analysis using techniques such as task analysis, competency modeling, and work observation to assess the knowledge, skills, abilities, and competencies required for each job function.
- Document job tasks, responsibilities, and performance objectives to create job descriptions that may be used to construct personalized training programs.
- Identify emerging job roles, altering skill requirements, and future workforce needs in order to respond proactively to changing organizational demands.

5. Assess Individual Competencies:

- Conduct skill assessments, proficiency exams, and competence evaluations that are targeted to specific work activities and organizational goals.
- Use known assessment procedures and psychometric tests to assess cognitive capacity, personality characteristics, and behavioral inclinations associated with work performance.
- Provide constructive comments to people based on assessment findings, emphasizing areas of strength and areas for development to promote personalized learning programs.

6. Consider Regulatory Requirements:

- Stay updated on the rules, regulations, industry standards, and certification requirements that govern the LP Gas business.
- Collaborate with legal experts, compliance authorities, and industry organizations to examine regulatory needs and ensure training programs satisfy compliance standards.
- Include regulatory updates and revisions in training content, materials, and assessments to guarantee organizational compliance with legal requirements.

7. Survey Training Needs:

- Create and implement thorough training needs assessments by combining quantitative surveys and qualitative interviews.
- Create survey tools to gather information about training preferences, learning styles, skill gaps, and developmental requirements among various employee demographics and job kinds.
- Analyze survey findings to uncover common themes, prioritize training objectives, and tailor training solutions to a variety of learning requirements and preferences.

8. Prioritize Training Needs:

- Prioritize training requirements based on strategic relevance, business impact, feasibility, urgency, and cost-effectiveness.

- Use prioritization frameworks such as the Eisenhower Matrix (urgent vs. important) or the Pareto Principle (80/20 rule) to effectively allocate resources and concentrate on high-impact training programs.
- When determining training priorities, seek input from senior leadership, subject matter experts, and key stakeholders to ensure that they are in line with corporate objectives.

9. Develop Training Plan:

- Develop a thorough training plan that outlines each training program's objectives, content, delivery methods, timelines, resource requirements, and assessment criteria.
- Create instructional materials, learning activities, and assessments that are aligned with learning objectives while accommodating various learning styles and preferences.
- Create engaging, dynamic, and learner-centered training experiences by using instructional design ideas, adult learning theory, and best practices.

10. Implement Training Intervention:

- Complete the training plan in line with the agreed-upon duration, sequence, and delivery schedule.
- Plan logistics, such as scheduling training sessions, hiring locations, acquiring training materials, and coordinating teacher availability.
- Monitor training delivery to ensure it adheres to quality standards, facilitation guidelines, and participant engagement strategies.
- Offer ongoing support and guidance to trainers, facilitators, and participants throughout the training process in order to improve learning outcomes and address any issues or concerns.

11. Review and Adjust Training Plan:

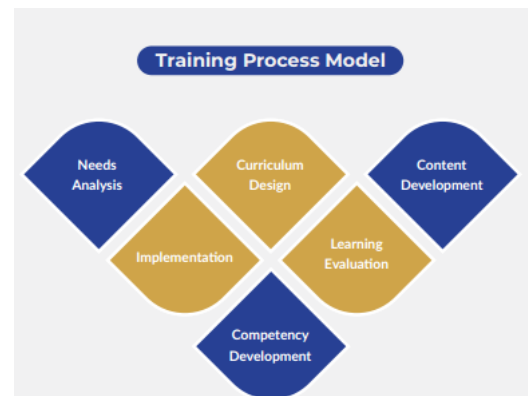
- Conduct regular evaluations and assessments to establish the effectiveness, impact, and return on investment of training programs.

- Collect feedback from participants, trainers, supervisors, and other stakeholders to determine the training program's strengths, weaknesses, and areas for improvement.
- Use evaluation data to support iterative improvements and adjustments in training design, content, delivery methods, and instructional methodologies.
- Incorporate lessons learned from previous training cycles into future planning efforts to increase training initiative quality, relevance, and efficacy.

4.4 Process of Training and Development of Bashundhara Group (LP GAS)



Consists of several crucial components



The process of training and development in LP Gas

- **CETP training:** The Certified Employee Training Program (CETP) is a training program developed by the Propane Education & Research Council (PERC) to meet the requirements of NFPA 58 Liquefied Petroleum Gas Code and NFPA 54 Propane Safety Code.
- **Documentation and supervision:** Employees must be documented to have completed the required training, and supervised on-the-job training is essential.

4.5 Methods of Training and Development Followed by LP GAS:

Similar to other industries, LP Gas prioritizes investing in training and development to enhance employees' skills and knowledge, elevate performance levels, and prepare them for industry challenges. Here are some commonly used methods in training and development programs specific to the LP Gas sector:

LP Gas companies emphasize the importance of continuous learning and professional development through initiatives such as workshops, seminars, conferences, and industry certifications. These opportunities allow employees to expand their knowledge, stay updated on industry trends, network with peers, and enhance their career prospects within the organization.

These companies often collaborate with equipment manufacturers, industry associations, or regulatory agencies to provide specialized training programs. These programs may focus on new technologies, safety standards, regulatory updates, or best practices in the industry. Vendor training programs help employees stay abreast of the latest developments and maintain compliance with industry standards.

The methods of training and development followed by LP Gas companies:

1. **On-the-Job Training (OJT):** LP Gas firms commonly adopt on-the-job training methodologies in which experienced employees instruct and educate newer or less experienced staff. This technique enables hands-on learning in real-world scenarios, promoting practical skill development and information transmission in the workplace.
2. **Simulations and Virtual Training:** Given to the technical nature of LP Gas operations and the need for safety, organizations may use simulations and virtual training environments. These tools provide a secure environment for employees to practice using equipment, responding to emergencies, and dealing with a range of scenarios, so improving their readiness and proficiency.
3. **E-Learning Platforms:** LP Gas firms frequently invest in e-learning systems and online courses designed specifically for their sector. These systems enable employees to access training materials anytime they choose, allowing for self-paced learning and supporting a variety of learning styles. Topics addressed may include safety standards, regulatory compliance, product knowledge, and customer service abilities.

4. **Cross-Functional Training:** LP Gas firms may employ cross-functional training programs to develop a flexible staff capable of tackling a wide range of operational difficulties. These efforts introduce employees to various roles and divisions inside the firm, encouraging cooperation, information sharing, and a comprehensive grasp of business processes.
5. **Performance Coaching and Feedback:** Within beyond formal training programs, LP Gas firms focus regular performance coaching and feedback methods. Managers meet with workers one-on-one on a regular basis to assess performance, offer constructive criticism, identify areas for growth, and establish professional development objectives. This individualized method enables people to thrive and progress in their professions while matching their ambitions with corporate goals.

4.6 Quality Focus of Bashundhara Group

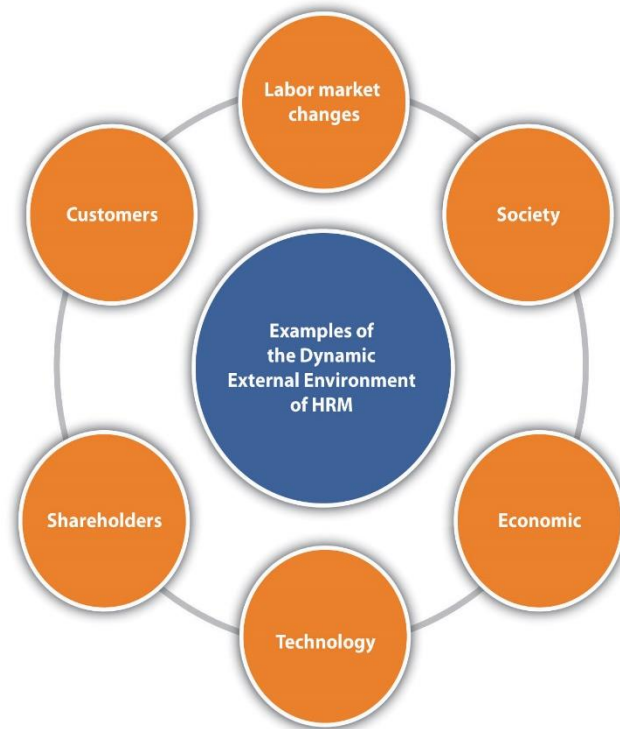
Certainly, here's a revision with synonyms and articles adjusted:

- **Compliance with Standards:** The LP Gas sector of Bashundhara Group ensures that its products meet all relevant national and international standards for liquefied petroleum gas (LPG). This encompasses standards related to safety, composition, handling, and storage of LPG.
- **Quality Assurance Processes:** The company implements rigorous procedures throughout the supply chain, from procurement to distribution. This involves regular inspections, testing, and monitoring of LPG quality at various stages.
- **Compliance:** Bashundhara Group places importance on regulatory compliance and ethical business practices. Attached to industry value and legal requirements is integrated into their quality focus.
- **Environmental Responsibilities:** Sustainability and environmental responsibility have stock international attention in recent years. To adhere to these values, Bashundhara Group has included eco-friendly procedures in its business operations without sacrificing product quality.

- **Certifications:** The Bashundhara Group has displayed its inscription quality across all of its business verticals by obtaining appropriate certifications, such as ISO certifications for quality management systems.

4.7 Interior Programme Process

- **Developmental Approaches:** The Bashundhara Group's strategic diversification across several businesses, which lowers risk and maximizes opportunity in various market segments, is largely responsible for its success.
- **Investment in Technology:** To improve efficiency, sustainability, and quality throughout its operations, the company consistently makes investments in innovation and technology.
- **Market Expansion:** By exporting goods to several nations and looking into new business prospects overseas, they have increased their market presence both locally and globally.
- **Corporate Social Responsibility (CSR):** The Bashundhara Group is actively involved in CSR initiatives, with a particular emphasis on community development, healthcare, education, and environmental sustainability.



4.8 Competitive Advantage of Bashundhara Group:

Bashundhara Group has cultivated several competitive advantages that contribute to its success and leadership in various industries. Here are the details:

- **Vertical Integration:** The Bashundhara Group's broad vertical integration across several businesses is one of its main competitive advantages. The organization guarantees cost containment, operational effectiveness, and consistency in quality by owning and managing critical manufacturing process stages, from raw materials to final goods. Additionally, this connection offers adaptability to changes in the market and optimizes supply chain management.
- **Diversified Portfolio:** The company diversifies its interests across many industries, such as energy, steel, paper, pulp, cement, and cells, to mitigate the risk attached to industry-specific fluctuations. The variety not only spreads risk but also leverages business-to-business synergies to allow Shar Commanding the Market: The Bashundhara Group leads the market in several of the different industries in which it operates. For instance, the cement industry gains from having the reputable and well-known brand "King Brand

Cement," which offers it a competitive advantage in period market share, pricing power, and brand loyalty.

- **Investment in Technology:** The group's strategic investment in modern technology and advanced machinery enhances production efficiency, product quality, and innovation capabilities. By staying abreast of technological advancements, Bashundhara Group can meet evolving customer demands, improve operational processes, and maintain a competitive edge in the market.
- **Strong Brand Presence:** Bashundhara Group has built strong brand equity across its product categories. A good brand image has been established by the group as a result of its dedication to quality, dependability, and customer pleasure. This has translated into customer loyalty, repeat business, and competitive advantages in marketing and sales.
- **Financial Strength:** With a track record of strong financial performance and prudent financial management practices, Bashundhara Group enjoys access to capital for expansion, acquisitions, and investments in new ventures. This financial stability provides a competitive advantage in pursuing growth opportunities and weathering economic challenges.

Despite its Bangladeshi roots, Bashundhara Group keeps an eye on the world by investigating other markets and forming alliances and partnerships. This global viewpoint helps with knowledge exchange, access to new technology, and strategic partnerships that bolster its competitive position domestically and internationally, in addition to diversifying revenue streams. ed materials, information sharing, and chances for cross-selling.

The goal of the Bashundhara Group is to improve community access to healthcare providers and services. This includes providing medical supplies, organizing health camps, helping with the healthcare system's infrastructure, and educating the population about maintaining excellent hygiene and health.

For Bashundhara Group, environmental sustainability is a major area of concern. The organization integrates environmentally conscious measures into its operations, including energy reduction, waste management, and the promotion of green technology. To promote an environmentally conscious culture, they also take part in tree-planting efforts and environmental awareness initiatives.

Community Development, to raise living conditions, infrastructure, and general well-being in the communities where it works, Bashundhara Group actively supports community development initiatives. This covers projects like constructing community centers, roads, and bridges as well as granting access to sanitary facilities and potable water.

4.9 Offering of User Goods and Services

Bashundhara Group is a prominent conglomerate in Bangladesh with diversified business interests including LP Gas production and distribution. Here is an overview of their LP Gas product and service offerings:

LP Gas Production:

- **Refinery Operations:** Bashundhara LP Gas may use its refinery facilities to produce LP Gas.
- **Quality Control:** Thorough quality control protocols ensure that LP Gas meets and overpass both domestic and global safety and performance standards. Timely delivery of LP Gas to distributors and end users is ensured by proficient administration chain.

Products on Offer:

- **Cylinder Gas:** They provide LP Gas in typical cylinders that are applicable to both residential and commercial usage.

- Bulk Gas: Things For industrial and commercial clients, the Bashundhara Group most likely provides bulk LP Gas supply in larger tanks or containers.

4.10 Export Market and Factory



The companies that comprise the cutting-edge corporate giant of the country, Bashundhara Group. Bashundhara LP Gas is the nation's first private-sector importer, distributor, manufacturer, and marketer of cylinders. Their first factory was set up in the Port of Monaco.

Factory Overview:

LP Gas Plant in Mongla Since our founding in 1999 as a branch of the well-known Bashundhara Group, one of the most well-known conglomerates in the nation, we have set the standard for Bashundhara LPG. We would stand for "standard" and authenticity for the people and the nation, no matter what it took. There are seven 5,000 MT gas storage tanks in the Mongla LPG facility. In addition, the factory's carousel filling system, which has 48 filling stations, has the most monthly refilling capacity in the nation. We will stop at nothing to confirm that our deliveries are made on schedule.



Mongla Cylinder Manufacturing Plan To make the increasing demand, the business developed Sundarban Industrial Complex Ltd. in 2011, a state-of-the-art cylinder manufacturing factory located in Mongla Port Industrial Area on the Pashur River. To guarantee safe cylinders on the market, these plants closely adhere to 40 production phases and special lab facilities.



Mongla Cylinder Manufacturing Plant

4.11 Methods of Evaluating LP Gas Training and Development Procedure:

A variety of elements need to be assessed to ascertain whether LP Gas's training and development program is successful in improving employee capacities, comprehension, and performance on the job within the organization. The following is a list of techniques for evaluating this process: Evaluate the extent to which trainees have acquired the knowledge, skills, and attitudes necessary for LP Gas operations. Use pre- and post-training tests, observations, and skill demonstrations to measure learning outcomes. Evaluate the extent to which acquired knowledge and abilities are being used in the performance of tasks. Observing employees in their work situations is crucial to ascertain how training-derived competencies are applied.

By applying these theoretical frameworks and evaluation methods, organizations can effectively assess the impact of training and development initiatives on LP Gas operations, drive continuous improvement, and optimize resource allocation to achieve desired business outcomes.

- **Specialized Component Training:** Instruction on specific equipment parts.
- **Practical Field Training:** Practical experience working in a plant.
- **compliance training:** covering the risks and legal specifications for handling LPG.

These procedures guarantee that workers are properly outfitted to handle LP Gas safely and efficiently.

Chapter 5: Findings, Recommendations, and Conclusion

5.1 Findings:

- Upon completing this research, it is apparent that the Bashundhara group of LP Gas lacks training and development in a few areas.
- It is also evident that the training and development program does not have a sufficient schedule.
- The current training methods lack a coherent structure.

5.2 Recommendations:

Based on the data presented above, I would like to suggest the following idea or recommendation for the Bashundhara Group of LP Gas:

- The Bashundhara Group of LP Gas's Human Resources Division (HRD) has to require and conduct the needs assessment with more rigor.
- There should be better organization and clarity in the training techniques. Introduce different training approaches, such as vestibule schools and targeted classes.
- Expert advice from Bashundhara Group trainers is necessary for HRD to assess the training program's value.

5.3 Conclusion:

Bashundhara Group's LP gas division has been a significant player in the energy sector, particularly in Bangladesh. While a conclusion about the group's LP gas division would depend on various factors such as market performance, customer satisfaction, environmental impact, and regulatory compliance, here are some potential conclusions that could be drawn.

Evaluating the LP gas division of Bashundhara Group necessitates a thorough examination of a range of variables, such as market performance, customer satisfaction, operational effectiveness, environmental impact, regulatory compliance, and prospects. Conclusions about the division's performance and its prospects for future expansion and sustainability can be made based on this kind of analysis.

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