



Daffodil
International
University

Internship Report on
“An Analysis of Training & Development Process of
The Drug International Ltd.



DRUG INTERNATIONAL LIMITED
Better Life Through Better Medicine



Daffodil
International
University

Internship Report on
“An Analysis of Training and Development Process of
The Drug International Ltd.”

Submitted To

Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

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Submitted By

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ID: 221-14-410

Program: MBA

Batch: 61

Major: Human Resource Management

Faculty of Business & Entrepreneurship

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Date of Submission: 26th May 2023

Letter of Transmittal

26th May 2023

Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report.

Dear Sir,

With all due respect, I would like to take this opportunity to provide you with an internship report on 'An Analysis of Training and Development Process' of the Drug International Limited. I made an effort to write this internship report in accordance with your guidelines and expectations. I wrote this report to fulfill a requirement for my MBA degree. I produced this report using my diligence, the information I learned in class, and my experience working with Drug International Limited. At every stage of my work on this report, I appreciate your help and collaboration.

I did my best to include all of my expertise in the report, communicate every detail that was accessible, and avoid unnecessary amplification of the report. I respectfully request that you accept this report for your thoughtful review.

Sincerely,



Sarower Elahi Rabby

ID: 221-14-410

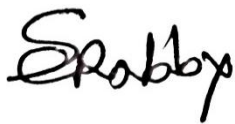
Program: MBA (Major in HRM)

Department of Business Administration

Daffodil International University

Declaration

This internship report on the subject of "An Analysis of Training and Development Process of The Drug International Ltd" was written by me, Sarower Elahi Rabby, a student in the Master of Business Administration (MBA) program at Daffodil International University. It was completed under the supervision of Md. Alamgir Hossan, Assistant Professor of Daffodil International University, and it has only been prepared for partial fulfillment of internship program. Aside from the quotations and references that have been properly acknowledged, I hereby declare that this report has been entirely written by me. To the best of my knowledge, it contains no material that has been previously published or written by another person and accepted at Daffodil International University or another college or university.



Sarower Elahi Rabby

ID: 221-14-410

Program: MBA (Major in HRM)

Department of Business Administration

Daffodil International University

Letter of Authorization

The internship report entitled "An Analysis of Training and Development Process of The Drug International Ltd" has been submitted by Sarower Elahi Rabby (ID No. 221-14-410) for partial fulfillment as per requirements of the MBA degree from Daffodil International University. The report has been accepted and may be submitted to the internship defense committee for evaluation. I am contented to report that he has taken all requisite steps to produce the report and that the report contains all data, knowledge, evaluation, information, analysis, and insights from reliable sources as a result, the report appears to end with a success message. I wish him attainment in all his future endeavors.



Md. Alamgir Hossan

Assistant Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

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Acknowledgment

Praise to Almighty Allah (SWT) Creator and Sustainer for giving me open doors and expansion to effectively complete this research work. I was allowed to prepare an internship project under the supervision of the honored supervisor of Internship. It was a wonderful chance for me to learn more about the analysis of significant data and information. Without the aid of some people, this report would not have been finished. This section of the report serves as a tribute to all the kind individuals who contributed freely of their time to assist me. I couldn't have finished the report without their support. First of all, I want to thank my supervisor from the bottom of my heart, **Md. Alamgir Hossan**, assistant professor of Daffodil International University, for his unending patience, academic guidance, constant encouragement, insightful advice, and reading and correcting numerous drafts at every stage that allowed me to finish this internship report. Next is the contribution of all respondents who participated in the survey. The accomplishment of this report and study wouldn't have been possible without their invaluable information. Moreover, my internship supervisor's cooperation Kazi Jahiduzzaman, Officer-HRD of DIL, who guided me properly to get the information, along with the other members of the Drug International Limited's HR department was truly appreciable. Finally, I should note that my everyday efforts went into producing this report. I'd want to express my appreciation to everyone who made a substantial contribution to the report's completion. This report would not have even been finished on time without their assistance.

Executive Summary

Employees play a crucial part in an association. Training and development are important factors of HRM to increase workers' job-related competitiveness and efficacy. An analysis of Training and Development Process of The Drug international Process. This report mainly covers five chapters. The first chapter is the introduction of the report, the second chapter includes the overview of Drug International Limited, Chapter three is entitled as training and development process at Drug International Limited, the chapter four is Analysis & findings, chapter five is entitled Recommendation and conclusion. This study is fastening on the training and development process of Drug International Limited, one of the leading pharmaceutical companies in Bangladesh. This research paper mainly focuses on the training and development initiatives being carried out to accelerate the organizational development of companies. This report reveals the current situation, strengths and weaknesses related to employee training, and possible solutions to improve the company's employee improvement initiatives. The report also highlights the relationship between generally accepted theory and training models and the actual training and development processes in companies, especially manufacturing facilities that involve both employees and field workers. The report primarily focuses on the evaluation of the development initiatives of CHQ's executives, officers, filed force and senior manager, who as key catalysts and promoters of the company's productivity and progress, drive Drug International Limited's organizational development. Several comparisons and surveys were also conducted for non-managerial and field workers to better understand the range of inputs to training initiatives, both internal and external.

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List of Abbreviations		
S.N.	Abbreviations	Explanation
1	DIL	Drug International Limited
2	NSM	National Sales Manager
3	RSM	Regional Sales Manager
4	MPO	Medical Promotion Officer
5	GSD	General Service Department
6	TSD	Technical Service Department
7	PMD	Product Management
8	MSD	Medical Service Department
9	QC	Quality Control
10	SOP	Standard Operating Procedure
11	PMS	Performance Management System
12	TNA	Training Needs Assessment
13	GMP	Good Manufacturing Practice
14	RM	Raw Material
15	PM	Packaging Material
16	FG	Finished Goods
17	HRD	Human Resource Department
18	ERCT	Emergency Response Core Team
19	ADL	Analytical Development Laboratory
20	ROI	Return on Investment
21	WHO	World Health Organization
22	T&D	Training and Development
23	CSR	Corporate Social Responsibility

Chapter-1

Introduction

1.1 Introduction

The pharmaceutical industry is a health-centric business and the strong promise and hard work of our officary are essential to its successful and safe operation. Ensuring full support from an organization's officary requires engaging them in a workplace that is determined by several factors. In the current climate, it is critical that organizations are prepared to achieve sustainable competitive advantage by engaging employees and addressing their various concerns. In this aspect, training and development have become an important part of organizational management, especially if the company is concerned with employee participation and performance development. Training and development are the key definitive of employee engagement in the workplace, preparing employees to convey results that are expected or well beyond those of the organization. arrange. Employee commitment is critical to providing employees with self-motivated performance beyond the performance of their duties. Training and development have become the most significant factor and one of the most powerful tools in significantly influencing employee engagement and performance. By enhancing their expertise, abilities, and capacities, employees are primarily encouraged and motivated to do their best to reach desired goals through training and development. Training and development should go hand-in-hand with a corporate strategy designed to foster innovation to deliver unique products and services. In today's dynamic business scenario, training and development are seen as key factors in motivating employees and maintaining a competitive edge within the enterprise. Well-designed training and development nurtures talent and leads to increased engagement. This improves the employee's skill level and improves performance. The Limited Partnership Register was used to incorporate Drugs International Limited in 1974 as a limited company. The business started formulating and producing his in 1983 and later added a cutting-edge facility for the delivery of oral solid drugs in Bangladesh. Since its start, Drug International Limited's main goal has been to adhere to the regulations of important international regulatory organizations, such as the Good Manufacturing Practice regulations. To improve the absorption and retention capabilities of specific medications, such as vitamins, Drug International Limited was the first business in Bangladesh to create medications in the form of soft capsules. Currently, Drug International Limited is the industry pioneer in Bangladesh for the production of soft gelatin capsules. Under the brand name Gynomix, Drug International Limited was also the first business in Bangladesh to produce vaginal suppositories with soft gelatin capsules that had antibacterial and antifungal qualities. Drug

International Limited exports pharmaceuticals to several nations nowadays using cutting-edge modern production techniques. Drugs International Limited provides prescriptions for medications for people of all ages and genders in a range of dosage forms, including soft gelatin capsules, suppositories, creams, and ointments. His two chain management tenets are upheld by Drug International Limited. prescribing medicine dosages that are ideal for particular patient populations and approving rules for a product's quick release onto the market following manufacture. As medicine delivery techniques lengthen the lives of pharmaceuticals, these principles are advantageous for both patients and pharmacists.

1.2 Origin of report

This report was originally created as a course assignment for Daffodil International University's MBA program. Since the MBA degree requires a practical orientation, I have to fit my internship program at Drug International Ltd, a reputable pharmaceutical company in Bangladesh, into the preparation of this report. In the context of today's economic environment, flawless synchronization between theory and practice is of utmost importance. A student who participates in an internship program is exposed to more real-world situations and is better prepared to enter the workforce. While preparing the report, I was guided and supervised by my supervisor **Md. Alamgir Hossan, Assistant Professor** at Daffodil International University.

1.3 Literature review of the study

Any organization's training and development process is essential. An organization's foundation is made up of its human resource management operations. Because improving employee performance eventually boosts organizational performance, businesses spend a lot of money on this endeavor. Human Resource Management, Stone RJ (2002) By incorporating the interests of the organization and its people, training is essential to accomplishing organizational goals. Training and development are essential actions for enhancing employee performance, according to Iftikhar Ahmed and Siraj-ud-din (2009). In that essay, Brinkerhoff (2005) claimed that organizations cannot afford the training provided until it has been determined whether it will help the business accomplish its strategic goals, mission, and effectiveness. According to Chris Obisi (2011), training objectives are the things that employees do and achieve after completing a training program. Before an employee starts a training program, it is deemed that there are some inadequacies. The training goal has been accomplished if the deficit is eliminated after training.

According to Foot and Hook (1996), if training isn't evaluated, investments and their effects can't be tested, and money might be squandered on ineffective activities. You can raise and raise the caliber of your personnel in this way. Training sessions unrelated to the job should not be held. Training needs to be planned to address issues and fill in personnel shortfalls. A productive training program boosts worker output. "Productive" is a synonym for fruitful, profitable, and profitable. According to science, productivity is the correlation between inputs and outcomes. Employee productivity, a measure of output relative to input in the economy, is calculated as the logarithm of net sales divided by the total number of employees. For a very long time, increasing organizational efficiency has relied heavily on training. Training has been identified as one of the pillars for accomplishing organizational goals and objectives as well as an efficient method for boosting productivity by Colombo and Stanca (2008) and Konings and Vanormeligen (2009). cited in Holton (2000) asserts that instruction should be planned and carried out to enable trainees to apply what they have learnt in the workplace. The types of jobs available and the history of the organization are key factors in deciding training options. A thorough and ongoing training program is essential. Singh and Mahanty (2012) contend that although inexperienced workers learn by doing, new hires learn through trial and error, self-evaluation, reflection, and questioning. According to Deming (1982), OJT aids employees in learning more about their occupations. In general, hands-on training saves time and cuts expenses. The types of jobs available and the history of the organization are key factors in deciding training options. In their study, Sultana, Irum, Ahmed, and Mehmood (2012) discovered that employees who have received on-the-job training are less likely to do so, while those who have already received such training are even more likely to do so. It's doubtful that your internship served as your training ground. However, connections between informal training and off-the-job or on-the-job training were found to be complementary. In addition, Sultana, Irum, Ahmed, and Mehmood (2012) contend that training and worker performance are positively correlated. Benedicta and Appiah (2010) concur that training has a favorable impact on employee performance by helping individuals increase their knowledge, skills, competencies, and behaviors. doing. Organizations that train their employees and those that do not differ significantly. According to Evans and Lindsay (1999), businesses that are committed to making their owners money while also offering their clients and beneficiaries high-quality services frequently make investments in employee training.

1.4 Objective of the study

Broad Objective

The primary purpose behind this report is to the learned theories and concepts during the MBA program with training and development process of Drug International Ltd.

Specific Objectives

- To know about the Drug International Ltd. and its training and development process.
- To find out the kinds of training provided by DIL to its employees.
- To recommend and suggest in improving the existing system.

1.5 Methodology

Data Types: For the purpose of addressing the study objectives, both primary and secondary data have been utilized.

Primary Sources

Since the focus of the report is on the marketing team and executives, a questionnaire survey was developed for executives and the marketing team. The analysis and findings of the report are presented in chapter five through tables and graphs. All respondents received at least one training, whether internal or external. Important information on all types of training programs is extracted from employee attendance forms and various files documenting internal and external training programs.

Secondary Source

The source of the secondary data was the employee handbook of DIL, files & folders, daily diary, different publication of companies, company website and any relevant books.

1.6 Limitations of the study

- ✚ Lack of time is a major issue because working in an office on a regular basis from 9.30 am to 5.30 pm makes it extremely challenging to prepare report and focus on official tasks.
- ✚ Web-site of Drug International Limited is not properly up-to-date.
- ✚ Necessary information is not available on the internet.
- ✚ No softcopy of annual report from any primary source.
- ✚ Human Resource Department is a very restricted area so other relevant data cannot be included
- ✚ Due to high workload, there was a lack of sufficient cooperation with HRD.
- ✚ Unavailability of relevant records and information in the organization is a major constrains.

- ✚ Inadvertent non-cooperation in providing the required information when the target group/respondents were hired is also a notable limitation of this study.
- ✚ Some of the respondents were afraid of providing confidential information and some of them showed less interest in such questionnaire and a few of the target groups willingly avoided providing information.

Chapter-2

Overview of Drug International Ltd.

2.1 Scenario of pharmaceuticals industry in Bangladesh

Bangladesh's most sophisticated high-tech sectors supporting the economy is the pharmaceutical industry. The development of this profession accelerated after the drug control ordinance was promulgated in 1982. This advancement is mostly a result of pharmacists working in this field's technological know-how, original conceptions, and inventive ideas. Bangladesh is currently exporting pharmaceuticals to markets around the world, including those in Europe. Additionally, this company provides 95% of the total pharmaceutical needs of the regional market. Major pharmaceutical companies are expanding their operations in order to expand their international markets. Bangladesh may be proud of its pharmaceutical business, which comes in second among all contributions to the national coffers, in addition to other industries. This market, which has a total of 231 companies operating in it, is projected to generate Tk 76,500 million in yearly sales. 94% of the nation's pharmaceutical requirements are met by local enterprises; the other 6% are met by imports. The majority of imported pharmaceuticals are vaccines for viral infections, cancer treatments, and hormone therapies. Bangladesh's pharmaceutical sector is currently aiming toward self-sufficiency to meet local demand. The industry is the second-largest contributor to the national coffers after garments and employs the most office-intensive workers in the country. 460 generic drugs have been registered in Bangladesh. Out of these 460 generics, 120 are part of the controlled class. The remaining 340 generic medications are categorized as uncontrolled. There are currently 5,300 registered brands and commodities in Bangladesh, with 8,300 various dosage types and strengths. Bangladesh's pharmaceutical sector is primarily controlled by domestic producers. In Bangladesh, local enterprises account for about 75% of the total pharmaceutical market, while multinational corporations hold 25% of the market. Bangladesh's population of nearly 166 million people is growing at an average annual rate of 1.1%. According to research by The Business Standard, there are already more than 37 million middle-class families in Bangladesh. This population, which is constantly growing, makes up about 22% of the entire country. Additionally, during the fiscal year 2020–21, her per capita income in Bangladesh increased by 8% annually to \$2,227. Bangladesh's overall consumption is increasing in tandem with the expansion of the middle and higher classes. As a result, medical expenses across the country skyrocketed. Over the past two years, he has registered more than 1,200 pharmaceuticals for export to Bangladesh, according to the Bangladesh Pharmaceutical Industries Association.

2.2 Top pharmaceutical companies of Bangladesh

Presently, in the pharmaceutical industry in Bangladesh, 98 percent of the country's total demand for medicine is met by domestic company. The country also exports medicines to several countries parallel to meeting domestic demand. In the fiscal year 2021-22, Bangladesh's pharmaceutical export revenue was US\$ 188.78 million the domestic market of which is about US\$ 3.5 billion. In 2018, Bangladesh was ranked 71st on the list of 134 countries that export medicines. The majority of individuals in Bangladesh get their medications from a corporation at a medical supply store. They are unsure of whose medication is superior. In this article talk about the top 20 pharmaceutical company in Bangladesh to assist identify the industry leaders. Over 160 countries across the world now import pharmaceuticals from the pharmaceutical industry. Bangladesh currently has approximately 269 pharmaceutical businesses, both big and small. The majority of them consistently manufacture pharmaceuticals and healthcare products. People bought medications from several pharmaceutical corporations at their neighborhood pharmacies. The majority of people are unaware of which drugs produce the best medications at reasonable costs.

3rd QTR 2022				
Ranking	Manufacturer	Value (Tk)	Market Share%	Growth %
Market Size		282,509,021,767	100	4.03
1	Square Pharmaceuticals Ltd.	53,474,092,987	18.93	13.33
2	Incepta Pharmaceuticals Ltd.	32,909,786,775	11.65	5.4
3	Beximco Pharmaceuticals Ltd.	26,834,855,605	9.5	9.48
4	HealthCare Pharmaceuticals Ltd.	20,323,697,934	7.19	8.6
5	Renata Ltd.	14,364,026,168	5.08	-1.36
6	Opsonin Pharmaceuticals Ltd.	13,186,410,770	4.67	-4.04
7	Eskayef	11,398,903,280	4.03	-3.32
8	Aristopharma	11,348,081,709	4.02	6.56
9	Acme Laboratories Ltd.	10,302,875,012	3.65	4.83
10	Radiant Pharmaceuticals Ltd.	10,282,058,027	3.64	8.4
11	A.C.I	9,558,470,651	3.38	-0.38
12	Drug International Ltd.	8,562,447,407	3.03	-11.55
13	Popular Pharmaceuticals Ltd.	7,845,002,781	2.78	15.64
14	Unimed & Unihealth	6,813,460,089	2.41	-1.9
15	Novo Nordisk	4,621,713,648	1.64	-7.83
16	General Pharmaceuticals Ltd.	4,082,601,873	1.45	0.26
17	Becon Pharmaceuticals Ltd.	3,693,598,749	1.31	6.55
18	Nipro JMI Pharma	3,030,456,081	1.07	6.29
19	Ziska Pharmaceuticals Ltd.	3,017,065,936	1.07	-7.55
20	IBN Sinha Pharmaceuticals Ltd.	2,780,183,749	0.98	-8.99

Table 1: Top 20 Pharmaceuticals Companies in Bangladesh

Source: IQVIA

2.3 About the Drug International Ltd.

The largest and most prosperous pharmaceutical company in Bangladesh is Drug International Limited. DIL is a group of over 18 businesses having operations in the US. The majority of these businesses have widespread recognition for their high-quality goods and services and, more crucially, their openness and moral conduct in business. Today, Drug International Limited represents a name and a way of thinking. But it wasn't an easy road to success for him. Dr. M.M. Amjad Hussain was established in 1974 and is currently one of Bangladesh's largest companies. Since 1983, Drug International Limited has been a prominent force in Bangladesh's pharmaceutical business, and it is now expanding internationally. As a Private Limited Company, Drug International Limited was registered with the Registrar of Joint Stock Companies in 1974. The business began formulating and producing in 1983 and became a leader in Bangladesh by incorporating a cutting-edge oral solid dose factory. Since its founding, Drug International Limited has been following regulations set by international regulatory bodies, such as the World Health Organization's Good Manufacturing Practices guidelines. By building numerous businesses in sectors like information technology, ceramics, textiles, tea, education, healthcare, and a distinct herbal medicine company by the name of Drug International Herbal Limited. Drug International Limited has evolved into a commercial conglomerate. Today, Drug International Limited is exporting its world class pharmaceutical finished products to 36 countries. At the age of globalization, the world has no boundaries. With the aim to cope with the challenges of globalization, the company began export operations in 2002. Currently, Drug International Limited is exporting a wide range of pharmaceutical products under different therapeutic categories. Drug International Limited has a portfolio that consists of different types of products such as antiulcerants, antibiotics, NSAIDs, antipyretics, vitamins and minerals, cardiovascular, anti-diabetics, antihistamines, antipsychotics, etc. Apart from usual tablets and capsules, DIL has technologically advanced dosage forms such as inhalers, lyophilized injections, pre-filled syringes and sophisticated world class life saving oncology products. DIL is also exporting different types of herbal products & supplements to many countries. Drug International Limited always thrives to introduce hi-tech & innovative dosage forms for the betterment of our patients. Its state-of-the-art facility is planned and designed with fine-tuned orientation to meet both local and international demands.

2.4 Corporate history

Dr. M.M. Amjad Hussain established the drug company "Drug International Limited" in 1980, and it has since grown to become one of the top drug companies in the nation. In order to manufacture pharmaceuticals in large quantities, the firm extended its operations in 1997 by creating a second entity called Drugs International Limited in its basic chemistry division. It was one of the biggest producers of bulk medications in the nation. In 2000, the business launched a new unit called the sterilizing unit and began conducting business. In 1998, ATI Limited was established as a software development firm. He currently runs one of the biggest software businesses in the nation. The education and training department at ATI Limited is responsible for the growth and improvement of the workers' information technology skills and knowledge. Another business, ATI Ceramics Ltd., was founded in the Gazipur district in 2000 as well to produce ceramic and granite he tiles. We are currently Japan's only supplier of granite tiles. In 1956, Dr. M.M. Amjad Hussain also founded a girls' high school in her honor. At the time, the sole girls' school in the region was "Meher Un Nessa Girls' High School" in Eneyetpur, Sirajganj. In order to modernize the use of herbal treatments and shed light on the 5,000-year-old natural medicine field's secrets, Herbal Division was established. Old herbal writings were consulted, local herbs were chosen, and recipes were put through contemporary pharmacological, toxicological, and regulatory examinations in order to create novel medications and therapies. The company has dedicated itself to creating safe, natural, and cutting-edge medications that improve people's quality of life.



Corporate Headquarter

2.5 Mission and vision

Drug International Limited considers it to be their purpose to ensure improved health for people and a better quality of life through better medicine.

Vision & Mission Statement:

- Complying with C-GMP guidelines.
- Medication quality control throughout the production process.
- To Establish stringent SOP to ensure the accuracy, potency, and purity of pharmaceutical items.
- To administer medication to patients in the most effective dose and form possible.

2.6 DIL concerns

As part of Drug International Limited, one of the leading Bangladeshi conglomerates, Drug International Limited 's sister concerns not only present a large quantity of companies but also a rich range of product lines. The DIL Concerns with their logos are given as follows:



2.7 Founder chairman's profile

Late Dr. M. M. Amjad was born on October 1, 1925 in Enayetpur village of Sirajganj district. He obtained his MBBS in 1948 from Calcutta Medical College, India. He was the founder, CEO and chairman of the following institution/companies:

- Khwaja Yunus Ali(R) Medical College & Hospital
- Khwaja Yunus Ali(R) University
- Khwaja Yunus Ali(R) Foundation
- KYAMCH Nursing Institute
- Khwaja Yunus Ali(R) Laboratory School
- Drug International Limited
- Drug International Limited (Chemical Division)
- ATI Limited
- ATI Ceramics Limited
- M. M. Tea Estate
- Drug International Unani Limited
- Drug International Herbal Division
- M. M. Multi Fibers Limited
- Alhaj Moslemuddin and Sons
- Bangladesh Kapok Mills Limited
- Alhaj Textile Mills Limited
- Alhaj Jute Mills Limited
- Meher-Un-Nessa Girls High School

Dr. M.M. Amjad Hussain began his career in 1950 as a physician in the Pakistan Army Medical Corps. Three years later, he left the army and founded a company in the port city of Chittagong, Bangladesh. In 1958, he founded an export-oriented company called Pakistan Kapok Mills He Limited in Chittagong and began exporting Kapok textiles to the United States. In 1962, he founded a textile company called 'Alhaj Textile Mills Limited' which was the largest textile company in Bangladesh at the time. In 1967, he founded his Alhaj Jute Mills Limited jute mill. Dr. M. M. Amjad Hussain was the founder and managing director of both the textile and jute mills. After Bangladesh gained independence, all textile and jute mills were nationalized by the government between 1974 and 1982. During this time, he was engaged in trade. After privatization, he was managing director of both textile and jute mills until his November 1991. Dr. M.M. Amjad Hussain was also the former president of the Bangladesh Textile Mills Association. He is the second son of the current Managing Director, Dr. M.M. Amjad Hussein. Before he became Managing Director, he was Marketing Director at Drug International Limited. He was also elected President of Khwaja Yunus Ali Medical College & Hospital and Khwaja Yunus Ali Medical College. He is also Managing Director of ATI Limited, ATI Ceramics Limited, and Harness Label Industries. He is a board member of Khwaja Yunus Ali University and KYAMCH Institute of Nursing.

2.8 DIL strategies

Drug International Limited has put in place and created a robust quality control system from raw material sourcing to delivery ever since it was founded. The management of the company has consistently placed a priority on obtaining raw materials from reliable suppliers of the highest caliber. Establishing a solid SOP to track and check product quality as well as test for quality deviations in the lab to guarantee reliability was management's top concern. The organization has been watchful and pro-active in incorporating cutting-edge technology, science-based design, processing processes, and testing procedures to attain improved quality as part of continuous improvement.

2.9 Marketing strategies of DIL

- ❖ Locating efficient goods for regional and foreign marketplaces.
- ❖ The expansion of the product and service offering.
- ❖ By utilizing current information technology, timely and focused communication is ensured.
- ❖ Delivering high-quality medicine to the nation's most isolated regions.

Professionals such as physicians, chemists, pharmacists, engineers, technicians, and other specialists now have full-time jobs thanks to Drug International Limited. Drug International Limited works hard to assemble competent individuals in order to create a successful business that can offer our clients and patients high-quality services and goods.

2.10 Life at DIL

Drug International Limited is seeking intelligent, lively individuals that are seeking out fresh, challenging opportunities that will help them progress their careers and develop their talents. DIL make a consistent effort to attract and retain the greatest people, and we always take the initiative to make sure that each member of our staff has the authority and motivation they need. DIL put a lot of effort into developing a culture that encourages innovation and develops pride in our workers. Our staff consists of more than 5000 specialists, including medical professionals, pharmacists, chemists, microbiologists, engineers, accountants, and MBAs. Our office's professional and welcoming atmosphere promotes communication among staff members. We routinely invest in the continual training and education of our staff. Even when you're working hard, schedule time for vacations and athletic events. It's a great place to work at Drug International Limited, and many of our coworkers have turned into close friends. DIL continue to emphasize

the development of leadership skills at various levels since they are crucial for business expansion with an eye toward the future.

2.11 Quality policy

Drug International Limited mission is to promote better life through better medicine. We approach this challenge with excitement, determination and optimism. It is the vision of Drug International Limited to be committed to produce high quality drug products, with the highest standard of quality, safety, identity and purity while facilitating innovation in improvement and adding value to our products and processes. This will be met by:

- ❖ Providing Consistent products and services that exceed expectations and satisfy our customers.
- ❖ Ensuring the quality products and services are extended to our esteemed customers.
- ❖ Integrating a quality management system that ensures product quality and allows for improvement of personal skills.
- ❖ Enabling our workforce to build a stronger partnership with all our customers.

Drug International Limited also committed to meet national and international standards in accordance with legislative and regulatory requirements by producing consistent quality finished pharmaceuticals products.

2.12 Corporate social responsibility

Out of social and business obligation, the group established the following institutes as "Corporate Social Responsibility (CSR) projects"

- ❖ Khwaja Yunus Ali Medical College & Hospital (KYAMCH); a 586-bed tertiary hospital in a rural area, with state-of-the-art multi-disciplinary medical service facilities.
- ❖ Khwaja Yunus Ali Medical College (KYAMC)
- ❖ KYAMCH Nursing Institute
- ❖ Khwaja Yunus Ali University (KYAU)
- ❖ KYAMCH Laboratory School
- ❖ Khwaja Yunus Ali Foundation

2.13 Hierarchy of the organization

Executives and nonexecutives are the two main hierarchical levels or categories within the firm.

There are other grades between these two levels.

Managerial, Executive Grade Division & Designation	
Grade	Designation
M-1	Deputy Managing Director
M-2	Executive Director
M-3	Executive Director
M-4	Director
M-5	General Manager
M-6	Deputy General Manager
M-7	Assistant General Manager
M-8	Manager
M-9	Manager
M-10	Manager
M-11	Manager
M-12	Sr. Executive
M-13	Sr. Executive
M-14	Executive
M-15	Executive
M-16	Executive

Table 2: Personnel of Executive & Managerial Grade

Non Executive Grade Division & Designation	
Grade	Designation
B-1	Officer
B-2	Junior Officer
B-3	Sr. Office Assistant/Sr. LAB Analyst
B-4	Office Assistant/LAB Analyst
B-5	Driver
B-6	Peon/Driver
B-7	Peon

Table 3: Personnel of Non-Executive Grade

The hierarchy shows a significantly different image for the Sales department:

Sales Department Hierarchical Levels	
Grade	Designation
M-1	Deputy Managing Director
M-2	Executive Director
M-3	Executive Director
M-4	Director-Sales
M-5	General Manager
M-6	D.G.M
M-7	A.G.M
M-8	National Sales Manager
M-9	National Sales Manager
M-10	Manager-Sales
M-11	Regional Sales Manager (R.S.M)
M-12	Territory Sales Manager
M-13	Territory Officer
M-14	Senior MPO
M-15	Medical Promotion Officer

Table 4: Sales Department Hierarchical Levels

2.14 DIL's department

The DIL is made up of various departments, some of which are "cross-functional" due to operational necessity. The number of departments indicates the complexity the DIL's management must go through in order for the company to function in sync. The departments are as follows:

- Distribution Department
- Human Resources Department
- Share & Corporate Affairs
- Supply Chain Management
- Quality Assurance Department
- Engineering & Production
- Product Development & Validation
- Internal Audit
- Quality Management & Audit
- Market Research & Planning Cell
- Product Management Department (PMD)
- Sales Department
- Medical Services Department (MSD)
- Accounts & finance Department
- General Service Department (GSD)
- IT Department
- International Marketing Department
- Marketing Supply Chain Management
- Technical Service Department (TSD)

2.15 Research & development

Drag International Limited. has a central research center with state-of-the-art equipment and a group of young, dedicated and energetic employees who invest enormous resources in research and development. DIL's R&D consists of an experienced multidisciplinary team. DIL's research and development focuses on formulation development and customization for scale-up production, improvement of existing products and drug delivery systems. Formulation development and customization for scale-up production with process validation. Method validation is performed in conjunction with QA/QC. Drug stability testing and shelf-life determination.

Objective of R&D

DIL research and development capabilities are aimed at new drug delivery systems such as controlled release, immediate release, effervescent formulations, intranasal formulations, cream and ointment formulations, liquid injectables, prefilled syringe injectables, ophthalmic products and a variety of other drug delivery systems development of a suitable dosage form. Lyophilized products in key therapeutic segments in addition to conventional dosage forms. Research and development also ensure product quality for patient benefit, safety, and product efficacy. The key interests of this team are the creation of new generic medications, tests to determine the effectiveness and reproducibility of compositions and establishing procedures for consistent quality.

R&D Ensures

- ❖ check bio-chemical action of ingredients.
- ❖ Trials to assess efficiency and reproducibility of formulation (process validation)
- ❖ Stability study following ICH guide-line to check physical, chemical, and microbiological aspects of formulation. Standardize processes for uniform quality.
- ❖ Transfer of technology to production department.
- ❖ Analytical method validation.

2.16 DIL's human resource department

DIL believes in growing business by making employees more efficient, and to do so by providing a superior environment and supporting the gradual improvement of their skills and knowledge. DIL values productivity as a voluntary contribution from HR. A strategic talent development program is the source of energy that drives DIL HR closer to the pinnacle of success. A clear and specific information flow and request justification played a key role in securing his DIL's market reputation as the most trustworthy and transparent company and a true contributor. At DIL, HRD represents a unique blend of professionalism, stress and shared success, and a family where each member has a deep concern, feeling and pride in their company. The Human Resources Department ensures a strong supporting role in the development and implementation of personnel policy guidelines, ensuring uninterrupted operations and voluntary participation in achieving company goals and meeting employee needs. HR maintains an effective method of dealing with unions and no disruptions have been recorded as disputes. The staff who work here take care of DIL as if it were their own family.

The following are the main duties carried out by this department:

- ❖ The establishment of job assessments and descriptions.
- ❖ Procedures and rules for hiring new employees.
- ❖ Socialization and orientation of new employees and other organization members.
- ❖ Management of employee development and training programs.
- ❖ The assessment and management of employee performance.
- ❖ The calculation of pay and benefits based on job appraisal.
- ❖ Talent management techniques.
- ❖ Promoting human resource development and career advancement.
- ❖ Updating and maintaining personnel/manpower databases.
- ❖ Retaining contact and communication with current, former, and prospective employees.

2.17 Sales department

The sales department of DIL has been functioning with the key personnel which is shown in the Table:

<i>Position</i>	<i>Reporting Officer</i>
Director (Sales)	Managing Director
Zonal Head	Director (Sales)
Regional Head	Zonal Head
Field Manager/ Area Manager	Regional Head
Medical Services Officer/ Product Associate	Territory Manager/ Area Manager

Table : Personnel of Sales Department

The key responsibilities include:

Operational

- ❖ Reach team sales objectives via prescription generating.
- ❖ Effective execution of CHQ's sales and marketing strategies.
- ❖ To be sure of this, examine each team member's individual actions.
- ❖ Optimum utilization of corporate assets.
- ❖ Maintain information accuracy and contact CHQ.
- ❖ Travel around the entire region and review action plans and tactics in light of shifting market conditions.
- ❖ Create and provide daily market reports, interview feedback, and feedback to stakeholders.
- ❖ Retain positive interactions with all clients
- ❖ Potential clients in the designated locations.
- ❖ Keep in touch with influential figures from various local groups.
- ❖ Give the aforementioned supervisors immediate access to pertinent information so that the proper course of action can be taken.
- ❖ Retain all information about the actions of rivals, particularly their advertising and sales tactics.
- ❖ Ensure that every member of team engages in productive time management and results-driven calls.
- ❖ Cover the entire area to team members on market conditions and strategic product positioning.

2.18 Quality assurance department

From the stages of product conception and development through the end user, there are several steps in the Quality Assurance (QA) chain. The whole effectiveness of the system must be evaluated by quality assurance, but the support department's actions have the biggest influence. The QA team collaborates with other employees inside the company to accomplish this goal. planning, purchasing, manufacturing, construction, warehousing, human resources, product development, packaging design, sales, and marketing, among others. In most firms, quality assurance departments serve as liaisons with regulatory authorities and have the final say in whether or not items are approved or rejected. They are in charge of making sure that the company's quality standards are being followed. Additionally, it aids in the development of SOPs for quality control. The areas of the DIL quality assurance department are as follows:

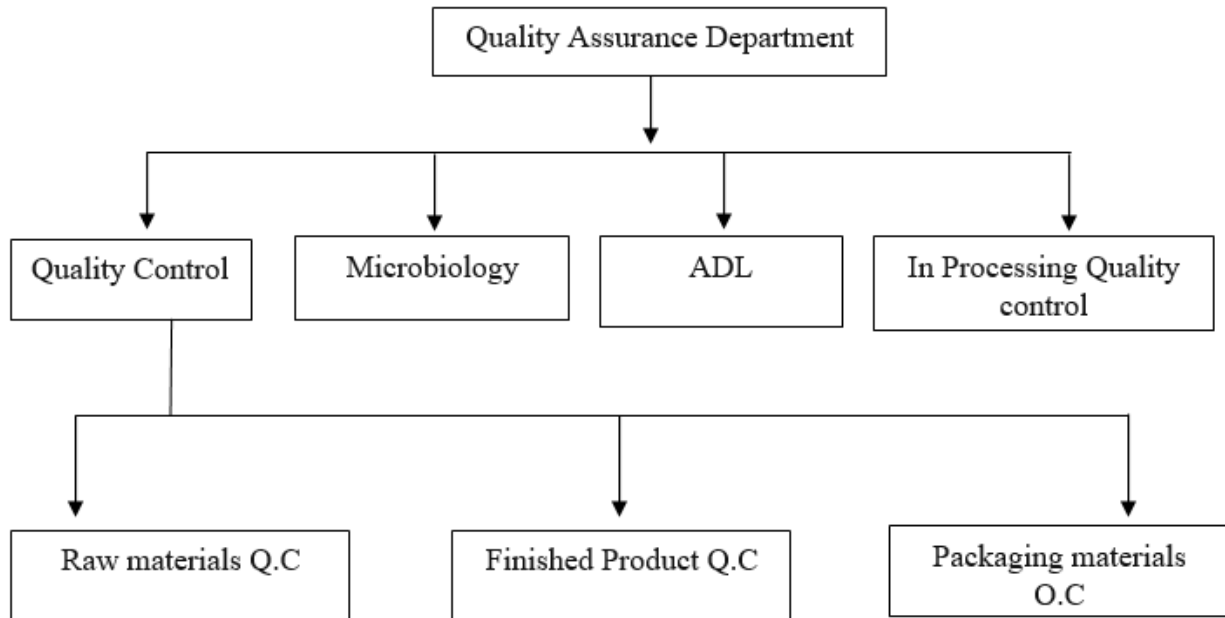


Chart 1: Quality Assurance Department

2.19 Manufacturing unit



Unit-1



Unit-2



Herbal Division



Unit-3

2.20 Warehouse



**Raw
Material
Warehouse**



**Packaging
Material
Warehouse**



**Finished
Goods
Warehouse**

Chapter-3

Training and Development process of Drug International Limited

3.1 Training at DIL

DIL is a symbol of trust today. DIL's innovative personnel, state-of-the-art technology, and most importantly, our dedication, are the cornerstones of our reputation. The story was successful because it was committed to both the program and humanity. The importance of his DIL's solemn promises to enhance community health cannot be overstated. DIL not only focuses on production but also promises a greater selection of higher-quality goods. Additionally, superior quality can only be ensured if the production team is adequately taught. The HR division of DIL is always focusing on the members' continued training, growth, and wellbeing. Employee training for organizations, both internal and external, is a related and continuing activity. For ongoing monitoring and growth, a highly scientific participatory performance management system, or PMS, is implemented. used to assess quarterly and decide personnel needs. DIL provides a range of employee relations (ERP) programs in addition to routine staff development training. Between managers and staff, proper training helps to lessen frustration and boredom. It boosts morale and helps to make interpersonal connections better. Enhancing abilities boosts output while decreasing turnover. An organization can improve employee relations by providing training. As a result, when a good or service is not distinctive, we search for a competitive advantage and one of the most effective methods for developing competence is through training. Additionally, this training aids job candidates in advancing their professions. Better items, on the other hand, boost client contentment. It generates large and frequent sales. When maximizing an employee's potential, these go hand in hand. Training is a leadership action that gets people ready for potential future opportunities. People can expand their abilities and stay current with developments by participating in training and development programs. DIL offers both on-the-job and off-the-job training possibilities through a variety of local, regional, and international training programs that span both functional and managerial levels, all based on an analysis of your training needs. Based on the job analysis, the department head and HR undertake a Training Needs Analysis (TNA).

3.2 Purpose of training

Enhance employee growth: Everyone who participates in a development program gets better at their profession. Employees can grow professionally because training gives the necessary practice and perfection.

Improving quality of workforce: Companies can increase the caliber of the work that their employees produce with the aid of training and development. Specific topics are covered in training programs. Consequently, the job in that field will be of higher quality.

Prevents obsolescence: Through training and development, the person stays current with new technologies and is less afraid about losing their job.

Assisting newcomers: Training and development initiatives significantly aid new hires in acclimating to novel working practices, cutting-edge technology, corporate culture, etc.

Bridging the gap between planning and implementation: Plans created by businesses demand that people meet predetermined goals within predetermined time frames while maintaining predetermined standards of performance from their employees. Accuracy and precision are achieved with the use of training.

Health and safety measures: Employees are properly informed about the many risks associated with their jobs, the various difficulties that may occur, and how to avoid such problems through training and development programs. This enhances the company's health and safety procedures.

3.3 Training cycle of DIL

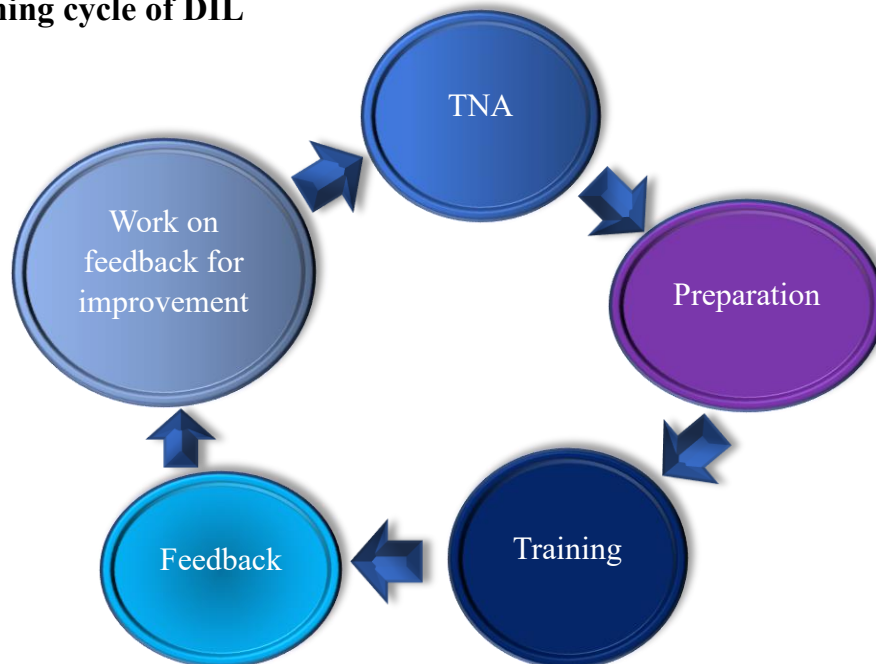


Chart 2: Training Cycle

This diagram shows the training cycle in which the HR training team initiates work based on an assessment of training need. After each training session, feedback is collected from the participants based on which management determines areas for further improvement.

3.4 Layout of training program

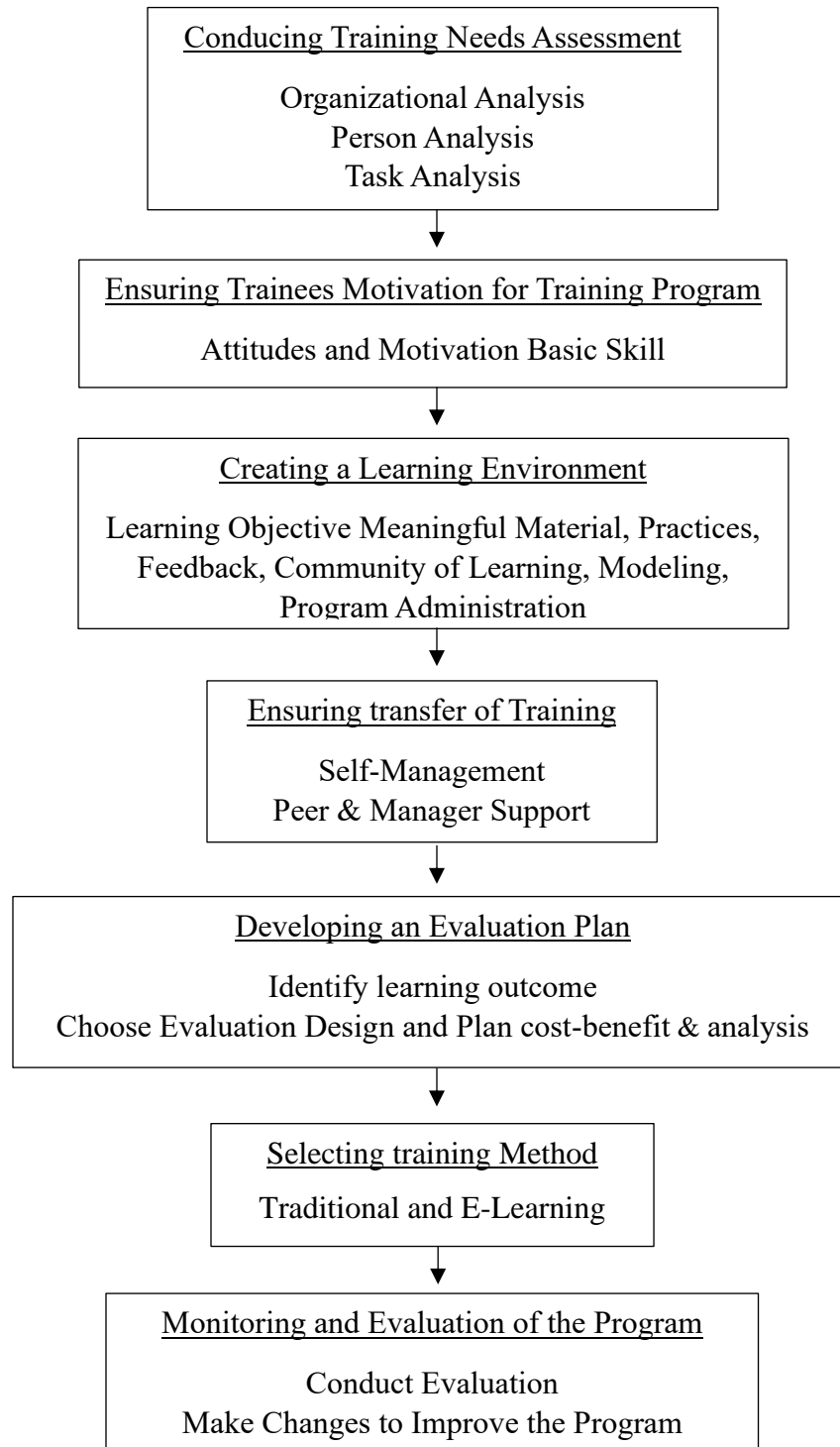


Chart 3: Layout of Training Program

3.4.1 Training needs assessment

An organization's performance requirements or needs, which are directly related to attaining the company's objectives and goals, boosting productivity, and offering high-quality services related to products, are identified in order to determine those who need training the most. In the event that there are many training needs identified by the needs analysis, the training manager collaborates with administrators to rank the training according to urgency, size, and resource availability. Trainers can create goals for training and development programs based on this information. At DIL, a training needs assessment was carried out, and training plans are based on performance development plans and staff performance reviews. Every employee is given goals at the start of the year, and at the end, the year's overall performance is assessed, from which areas for improvement are derived. The training team will provide training in accordance with a performance improvement guide that has been created for development in this area.

Person analysis: This is the procedure for figuring out whether a worker needs training and is prepared for it. Drug International Ltd will list the competences, knowledge, and skills needed by participants in the course. This aids the business in determining who needs training.

Organization analysis: Based on the company's business plan, organizational analysis includes assessing the organization's relevance of training. The business initially assesses its resources, related expenses, and anticipated training expenditures.

Task analysis: Drug International Ltd examines what is required for training by determining the duties, competencies, and knowledge necessary for successful performance, as well as whether the learning setting is a formal training facility or a real-world work environment.

3.4.2 Ensuring trainees motivation for the Program

This step ensures that the person has the motivation and absolute minimal skills required to complete her training content. Lack of motivation among trainees leads to resource waste and subpar education. For the right people, both internal and external training must be used to promote training. Following up with employees, managers and HR staff emphasize the benefits of training. Additionally, DIL makes sure that staff workers who are most relevant to their training sector are granted promotions. Questionnaires, aptitude exams, and questionnaires all help with this. This is heavily emphasized during the DIL training process.

3.4.3 Learning environment conducive for training initiatives

It is crucial to have a training room or center for corporate training. It is best to look for a facility with a good or great training atmosphere, materials, and location even if the instruction is provided by an external training institution. The following elements are to be taken into account while evaluating classrooms, according to the ASTD Training and Development Handbook:

Noise: Possible interference from surrounding or adjacent rooms.

Color: The appropriate and subtle color scheme for the room (blue, orange, yellow, etc.)

Room structure: A square room is better for hearing and sight than other shapes.

Lighting: The primary light source should be a fluorescent lamp backed by a properly diffused incandescent lamp.

Wall and floor coverage: Monochromatic individual colors do not get in the way.

The training room in the corporate headquarter has approximately 70 seats and the small room has about 20 seats which is extremely crowded. For administrative training sessions where there are lectures with PowerPoint slides. The Gazipur unit office has a large training room with enough light and air conditioning for around 200 people at a time.

3.4.4 Developing an Evaluation Plan

An evaluation plan is an official document that outlines your monitoring and evaluation procedures as well as how you'll use the information to improve your program and make decisions. How you will explain the "What," "How," and "Why It Matters" for your program are made clear in the evaluation plan. At DIL, line managers and staff members both contribute significantly to this area of learning and further education. It follows that correct results will be obtained if all parties actively cooperate. Assessments for training involve include formative and summative evaluations. Training assessments that take place while a program is being designed and developed are referred to as formative evaluations. It is beneficial for the training course to be well-run, and planned, and maintain your trainees' learning and program satisfaction. Before the program is made available internally, formative evaluations are carried out one-on-one or in groups. Summative evaluation is the term used to describe the assessment made to determine how the learner has changed as a result of participating in the training program. aids in assessing whether learners have attained the information, abilities, mindsets, actions, and other training-related objectives. DIL tracks training's results and efficacy as a developing organization.

3.4.5 Ensuring Transfer of Training Knowledge Upgraded to Job Skills

Evaluation of training must show enhanced performance and monetary gains. Organizations must show that their training expenditure is profitable. Organizations must make sure that training-related skills and knowledge are applied in the workplace if they are to achieve this. Managers must adhere to a transfer process model when making training transfers. The DIL Manager attempts to adhere to a model for the transfer procedure.

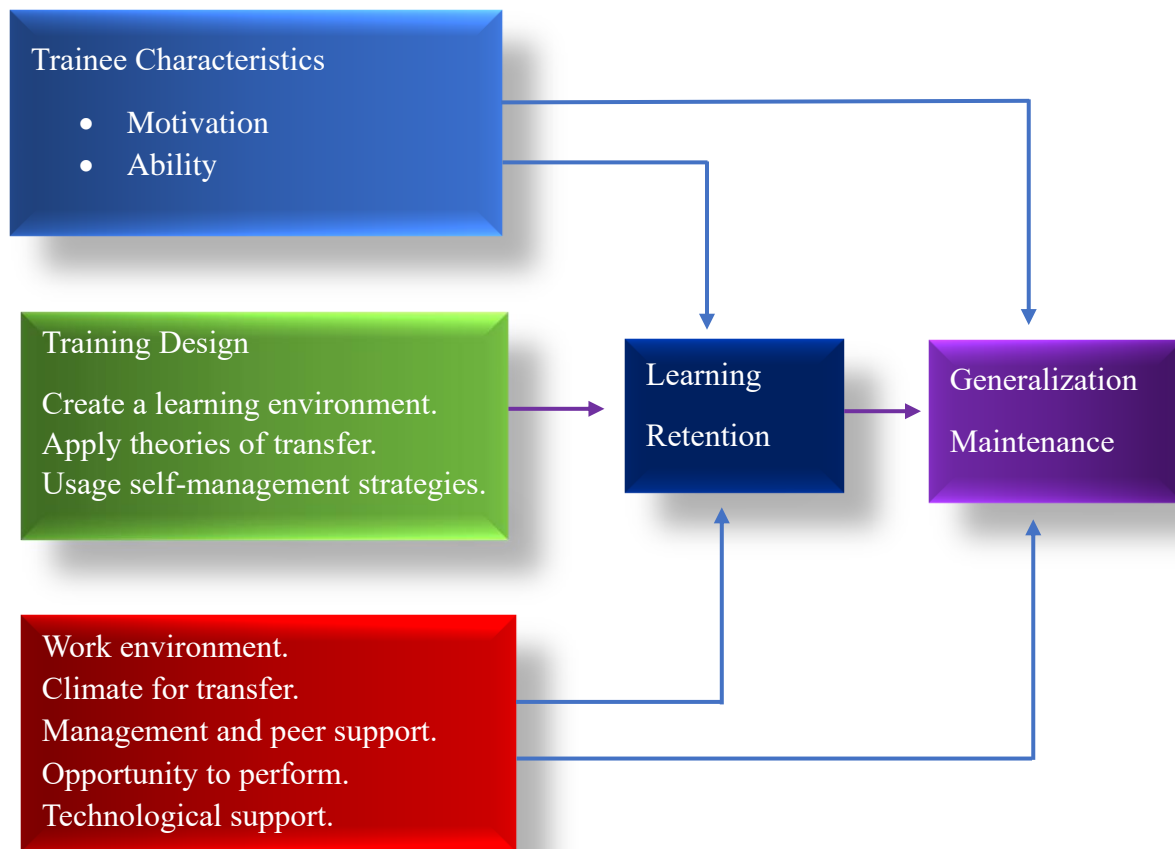


Chart 4: Model of Transfer Process

3.4.6 Selecting Training Method

Employees are trained using a variety of techniques. DIL's training techniques are divided into two categories:

On-the-job instruction:

- Orientation education.
- Training for job instruction.
- Apprenticeship education.
- Assistantships and internships.
- Coaching.

Off the Job Training:

- Vestibule
- Lecture
- Special Study
- Films
- Television
- Conference or discussion
- Case study
- Role playing
- Simulation
- Programmed instruction
- Laboratory training

3.4.7 Training Monitoring and Evaluation

The key to a successful employee development project is conducting post-training evaluations and putting the necessary modifications into place as quickly as possible. Post-training assessments, which assist T&D professionals in identifying areas for development and gains or losses associated with training, include surveys and questionnaires. Additionally, they provide guidance on how to guarantee that education is applied to the job via internal or external benefits. Training evaluations help DIL pinpoint areas in need of additional funding and future training requirements. There are variations between job workers who are successful and unsuccessful. Additionally, it helps organizations to plan and analyze compare productivity and revenue before and after training.

3.5 Types of DIL's training program

- ❖ Leadership and managerial training
- ❖ Non-Executive Trainings
- ❖ Field Service Training

3.6 Training provided by HRD

Training courses conducted by DIL's Human Resources department are responsible for:

- ❖ Trainee selection: HR requests the names of each department that will be providing training. The department will compile a final list of trainees after receiving the names and send it to the training department and each department so that the trainees can be promptly dismissed.
- ❖ Arrangement of external training: DIL will arrange for its personnel to attend training sessions led by qualified external organizations as needed. Human Resources is in charge of organizing these training sessions.
- ❖ International Training: The human resources division organizes all international training programs.
- ❖ Maintain training records: The Human Resources division maintains all employee training records in the employee's personnel file.
- ❖ Territory Manager Training: Sales Managers regularly participate in our biannual "Sales Territory Management" training program.
- ❖ Distribution: This year, many Sales Assistants and distribution operators have undergone an induction training program immediately after their first hire.

3.7 Training conducted by the concerned department at the factory

Departments execute significant training programs that are directly related to product quality. These courses cover specialized tasks or technical subjects relevant to that department. The manager or executive of this department will serve in this instance as the trainer. As was previously noted, "cGMP" is another name for GMP (Good Manufacturing Practices). The letter "c," which stands for "current," serves as a reminder to manufacturers that they must employ the most up-to-date systems and technologies in order to adhere to rules. All factory training is created and delivered with this in mind, rigorously adhering to "cGMP" throughout the manufacturing process.

3.8 “GMP” related training

- **Introductory training:** This is comparable to orientation training. All recruits complete this training. This training is coordinated and planned by the factory's Human Resources Department (HRD). Basically, the training gives the new employee an overview of the factory activities, the activities of the various departments, the activities of the interacting departments deal with, and the general rules and norms practiced within the factory premises.
- **Quality Control (QC) Training:** QC staff is the most important part of the manufacturing process. You have the responsibility and authority to approve or reject all components, chemical containers, closures, in-process materials, packaging materials, labels, and chemical products and review manufacturing records to ensure that no errors have occurred.
- **Device or system installation:** These training courses are usually conducted abroad under the supervision of the supplier company.
- **Equipment cleaning and maintenance:** In order to prevent malfunctions or impurities that could change the safety, identity, strength, quality, or chastity of the medicinal product beyond the functionary or other defined requirements, training must be provided on how outfits and implements shall be gutted, maintained, and sanitized at applicable intervals.
- **Laboratory Control Training:** Laboratory control training includes developing norms, guidelines, slice plans, and test methods that are both scientifically sound and useful. These steps are being taken to make sure that all components, holders, restrictions, in-process aids, labels, and medical products comply with the relevant standards for chastity, strength, identification, and quality.

3.9 Safety related training

Every manufacturing plant must prioritize safety. To guarantee that production workers are knowledgeable about every area of plant, equipment, and human safety, DIL performs rigorous training. Several of these training programs include:

- All factory workers must complete mandated fire and safety training. Following theoretical instruction, combat drills take place in real-world circumstances. It also covers how to shut down the equipment and evacuate.

- Training in emergency procedures involves practical instruction on mechanical breakdowns, hazardous spills, and other issues.
- Additionally, First Aid Training is a must for all employees.
- Each department has a team called the Emergency Response Core Team (ERCT) consisting of two members to deal with all kinds of emergencies.

3.10 Training record keeping

For any business to operate effectively, keeping training records on hand is crucial. Whether your company is small or global, you need to stay on top of training requirements and make sure all legal obligations are completed. By digitizing your records, you can reduce the amount of space that you need as well as the time it takes to file and find papers. By automating this process, it is possible to allocate pertinent employee training while ensuring that expiration dates are not overlooked. A designated employee can make any gaps or overspending adjustments using reporting features. All these crucial elements are included in a single online system known as a training record keeping system, which streamlines the procedure. To run a safe and effective work site, training records and certificates must be kept up to date. Each employee at a DIL facility has access to their own training record. All "training records" for all regulatory purposes are kept in this file. The department's employees and, in some situations, several international regulatory buyers and auditors analyze these documents. The usage of employee training records is also crucial. The department head evaluates each employee promotion proposal to ascertain the employee's technical expertise as well as their skills and competencies. The training record in this instance is a reliable document to support that assertion. For this reason, completion of a training certificate is needed of all personnel taking internal training courses, and a training report is required to be provided right away for all external and international training courses.

Chapter-4

Analysis and Findings

4.1 Data analysis and interpretation

Data type: Primary [Questionnaire]

Sample Size: 28

1. Do you agree that training your organization provides is sufficient to meet your performance goals?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	12	10	0	4	2	28
Percentage	42.86	35.7	0	14.3	7.14	100

Table 5: Evidence that training is sufficient to achieve performance goals.

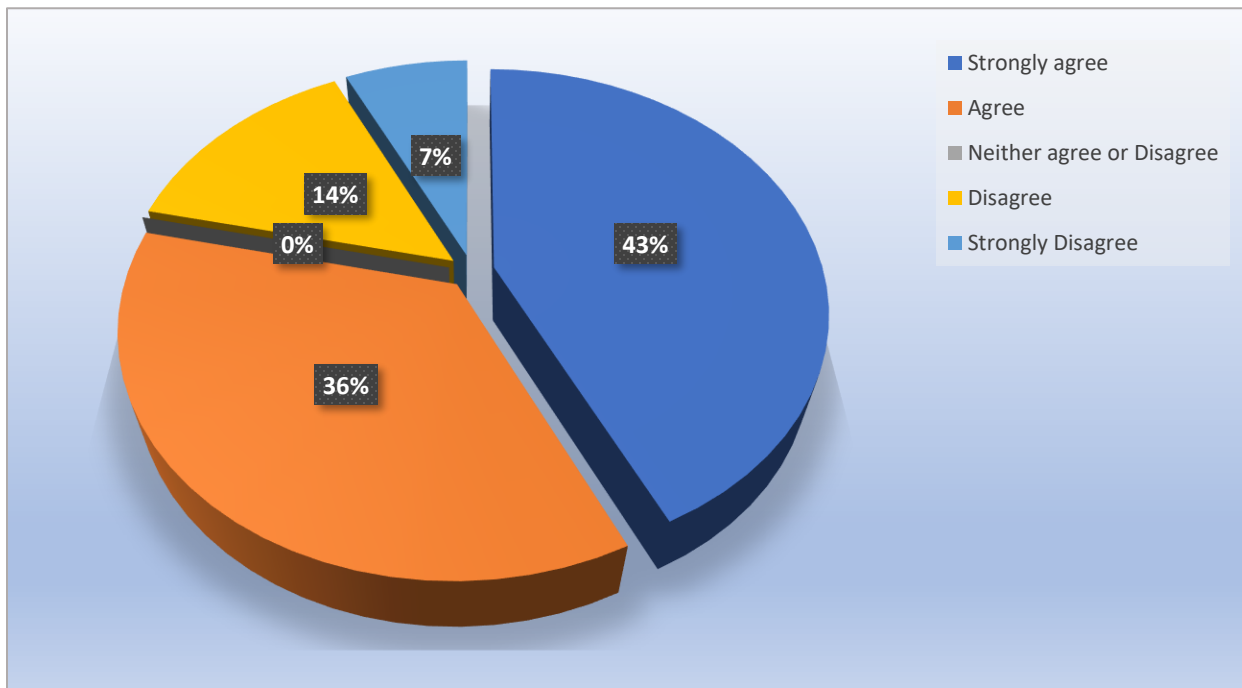


Chart 5: Evidence that training is sufficient to achieve performance goals

Interpretation: This chart shows the percentage of evidence that training is sufficient to achieve performance goals. Here 43% of the respondents strongly agree with this question, 36% of respondents agree with this question, 14% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

2. Do you agree that you are doing perform better after training?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	16	9	1	2	0	28
Percentage	57	32	3.57	7	0	100

Table 6: Evidence that perform better after training

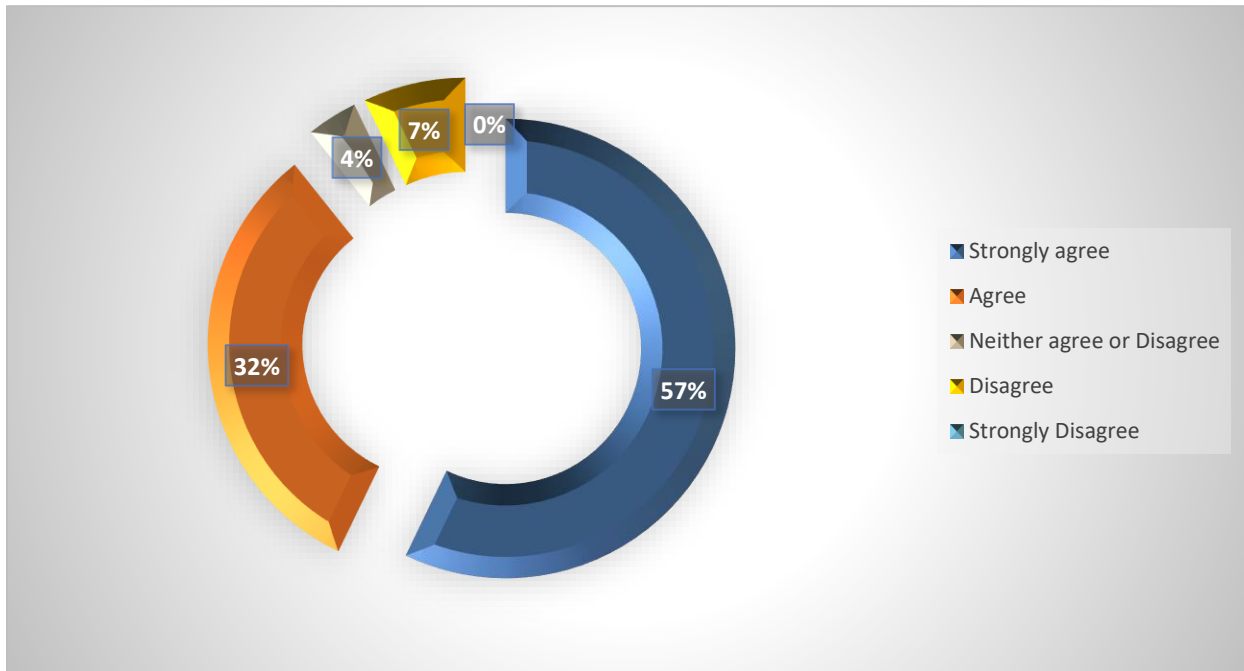


Chart 6: Evidence of perform better after training

Interpretation: This chart shows the percentage of evidence that performs better after training. Here 57% of the respondents strongly agree with this question, 9% agree with this question, 3.57% neither agree nor disagree with this question, and 7% disagree with this question.

3. Are you satisfied with the training content that your organization provides?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	15	8	3	2	0	28
Percentage	53	28	10	7	0	100%

Table 7: Evidence that employees are satisfied with the training content

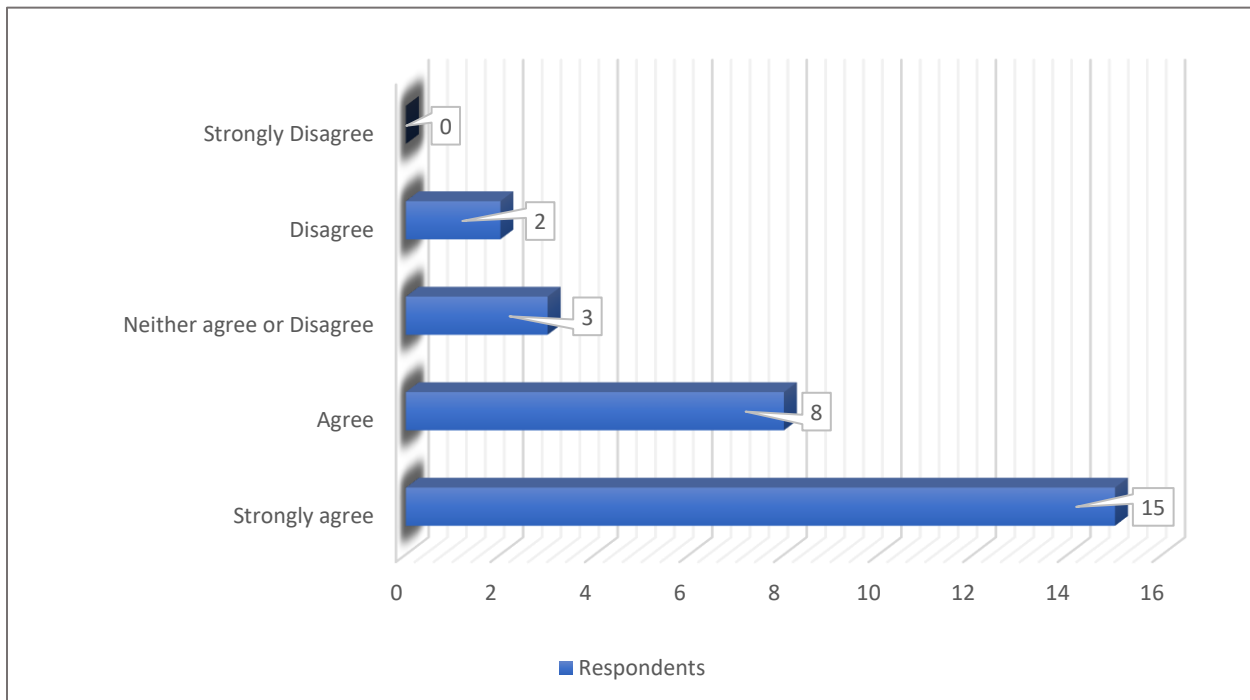


Chart 7: Evidence that employees are satisfied with the training content

Interpretation: From this chart, it can say that 53% percent of respondents strongly agree that they are satisfied with their training content. 28% of the respondents agree with their training content, 10% remain neutral to vote for the training content provided by DIL, and 7% disagree with this question.

4. Training and development have had a positive impact on business; do you agree with this statement?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	12	5	5	4	2	28
Percentage	42	17	17	14	7	100%

Table 8: Evidence that training and development have had a positive impact on business

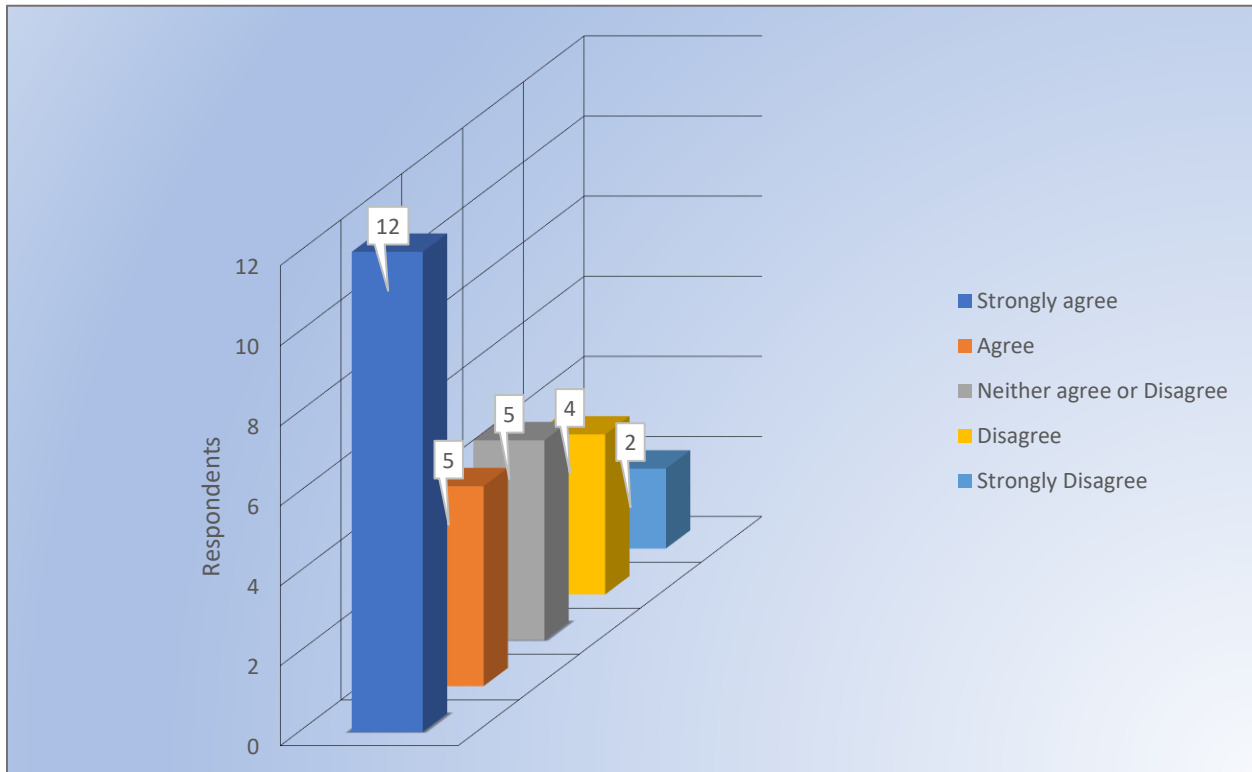


Chart 8: Evidence that training and development have had a positive impact on business

Interpretation: From this chart, it can say that 42% percent of respondents strongly agree that training and development have had a positive impact on business. 17% of the respondents agree with their training content, 17% of respondents neither agree nor disagree with this question, 14% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

5. Are you satisfied with the training environment that your organization provides for training?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	10	15	3	0	0	28
Percentage	35	53	10	0	0	100%

Table 9: Evidence that satisfied with training environment

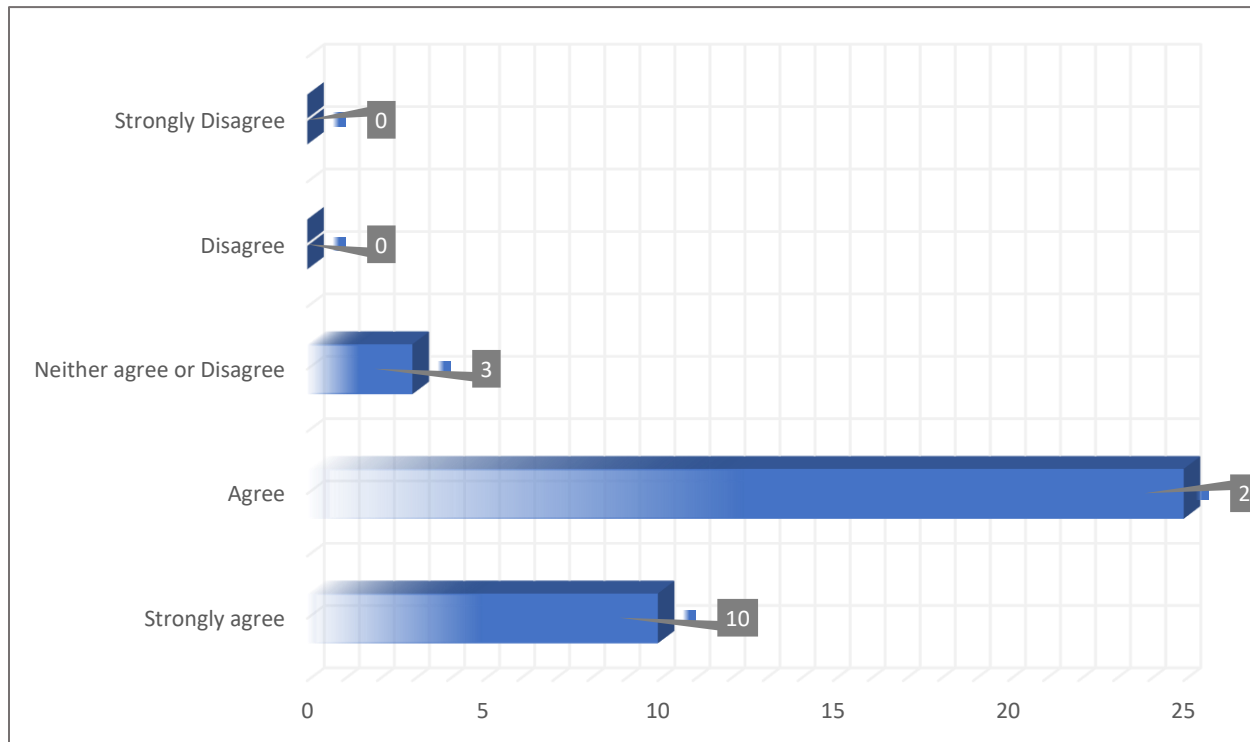


Chart 9: Evidence that satisfied with training environment

Interpretation: From this chart, it can say that 35%% percent of respondents strongly agree that they are satisfied with their training environment. 53% of the respondents agree with this question, and 10% remain neutral to vote for the training environment.

6. The Content your organization provides for training is highly relevant to the competitive market; do you agree with this statement?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	9	8	5	4	2	28
Percentage	32.14	28.57	17.85	14.28	7.1428	100%

Table 10: Evidence that training content is relevant to the competitive market

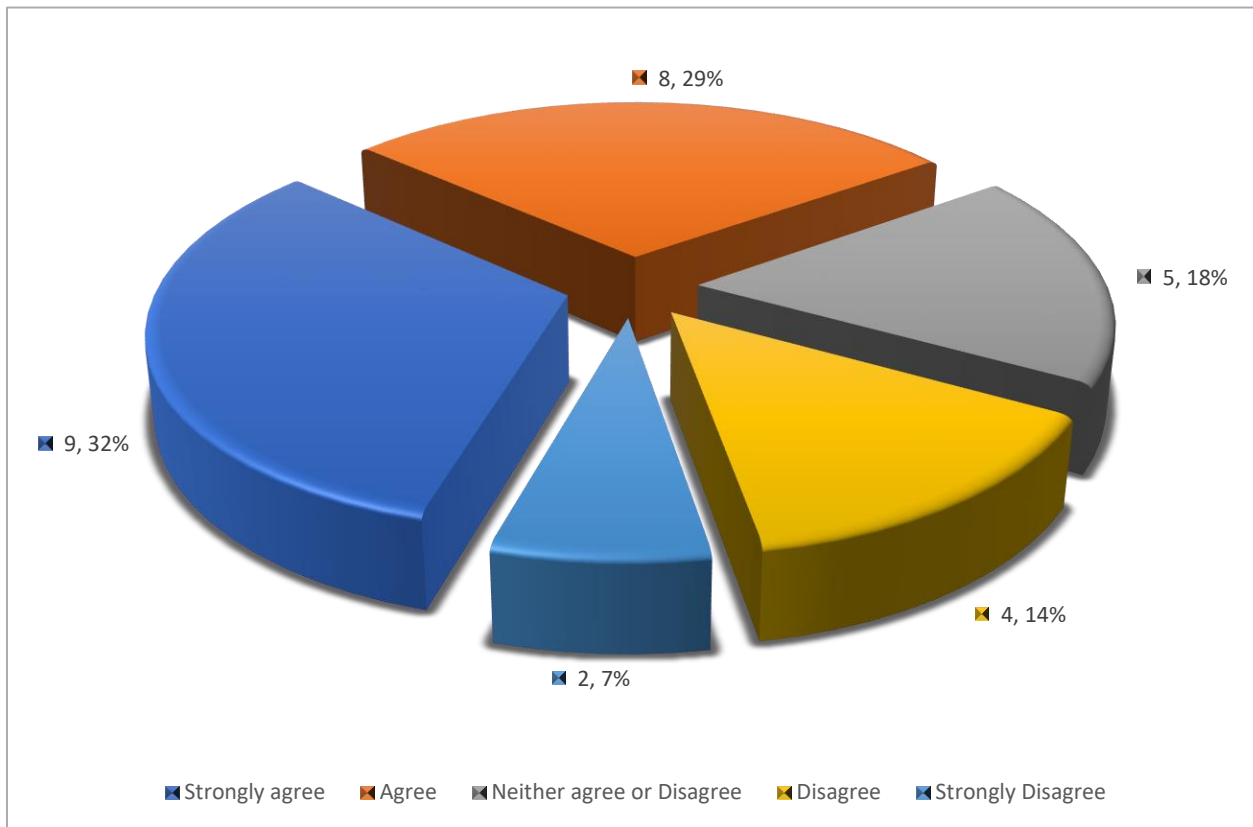


Chart 10: Evidence that training is relevant to the competitive market

Interpretation: From this chart, it can say that 32% percent of respondents strongly agree that their training provided by DIL is relevant to the competitive market, 28% of the respondents agree with their training content, 17% of respondents neither agree nor disagree with this question, 14% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

7. Can you easily apply what you learned in training?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	10	5	7	4	2	28
Percentage	35.7	17.85	25	14.3	7	100%

Table 11: Evidence that easily apply the learning of the training

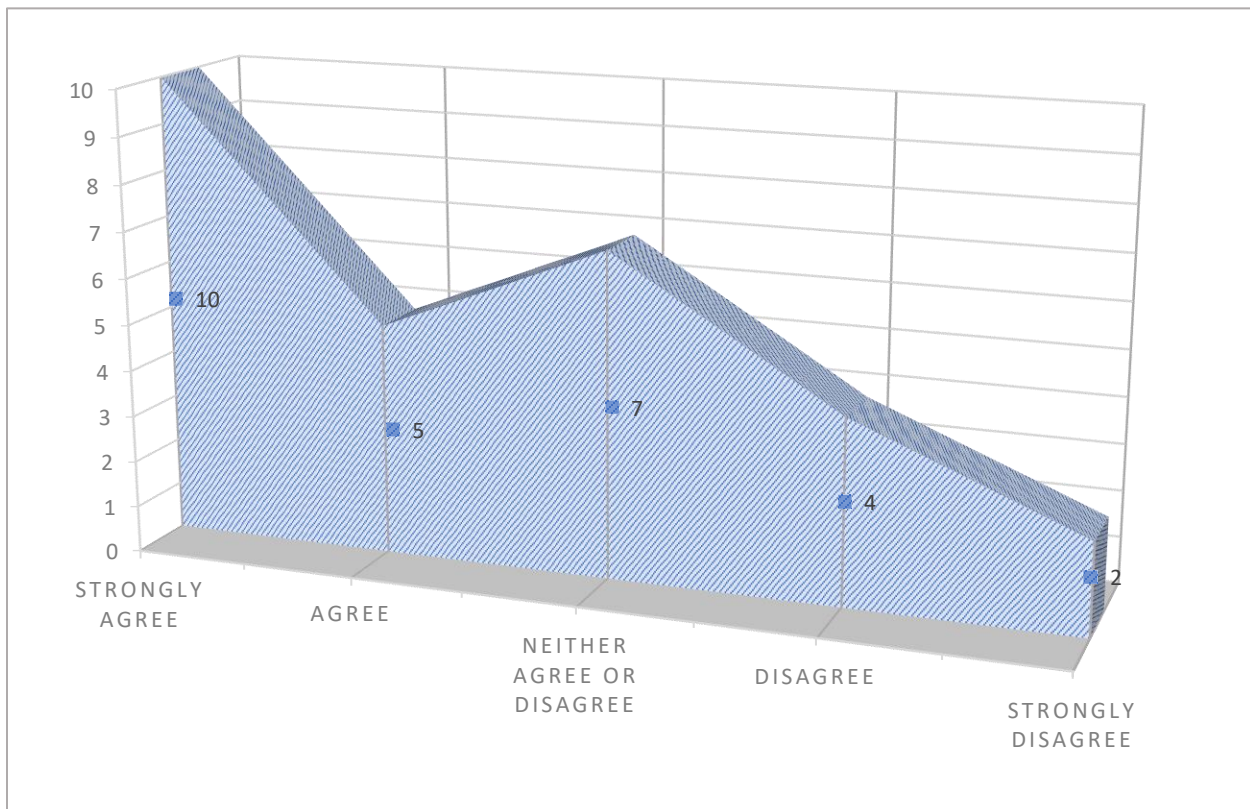


Chart 11: Evidence that easily apply the learning of the training

Interpretation: From this chart, it can say that 35% percent of respondents strongly agree that they can easily apply the learning of the training, 17% of the respondents agree with this question, 25% of respondents neither agree nor disagree with this question, 21% of respondents disagree with this question.

8. Do you agree that the training duration was long enough?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	11	8	4	3	2	28
Percentage	39.3	28.6	14.3	10.7	7	100%

Table 12: Evidence that training duration was long enough

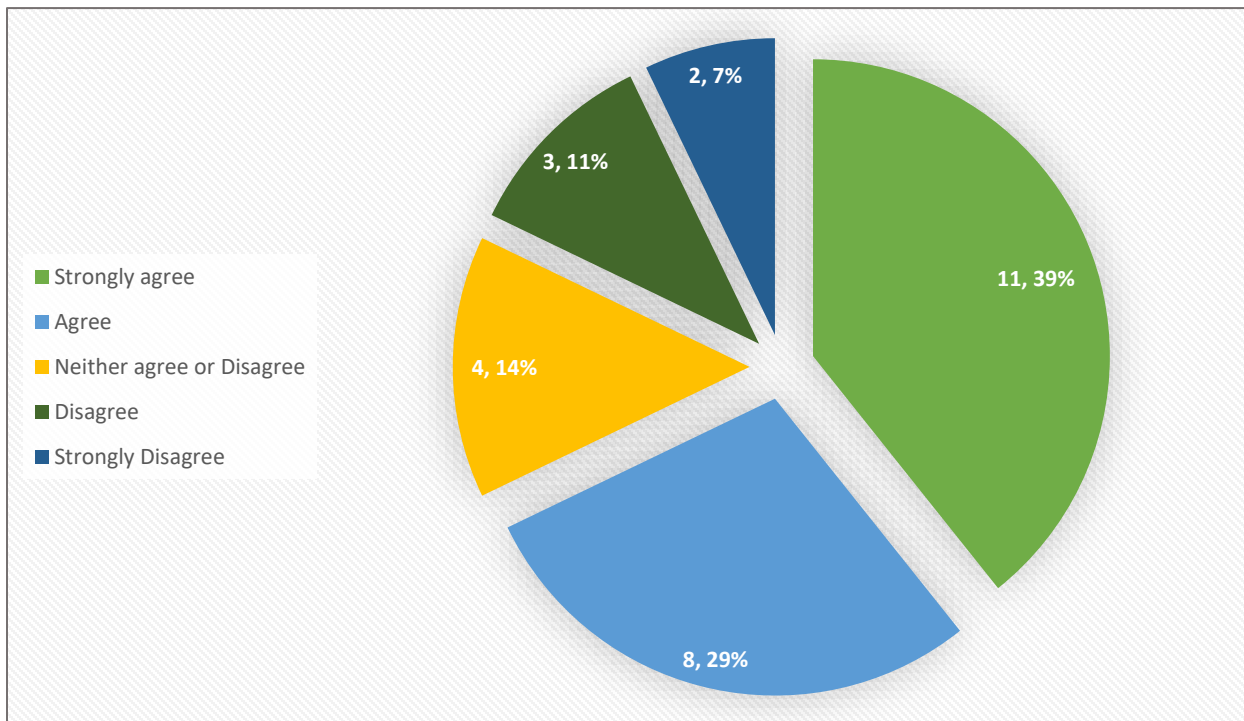


Chart 12: Evidence that training duration was long enough

Interpretation: From this chart, it can say that 39% percent of respondents strongly agree that their training is long enough, 28% of the respondents agree with this question, 14% of respondents remain neutral with this question, 10% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

9. Training programs are helpful for career growth; do you agree with this statement?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	11	7	1	4	5	28
Percentage	39.3	25	3.6	14.3	17.8	100%

Table 13: Evidence that training programs are helpful for career growth

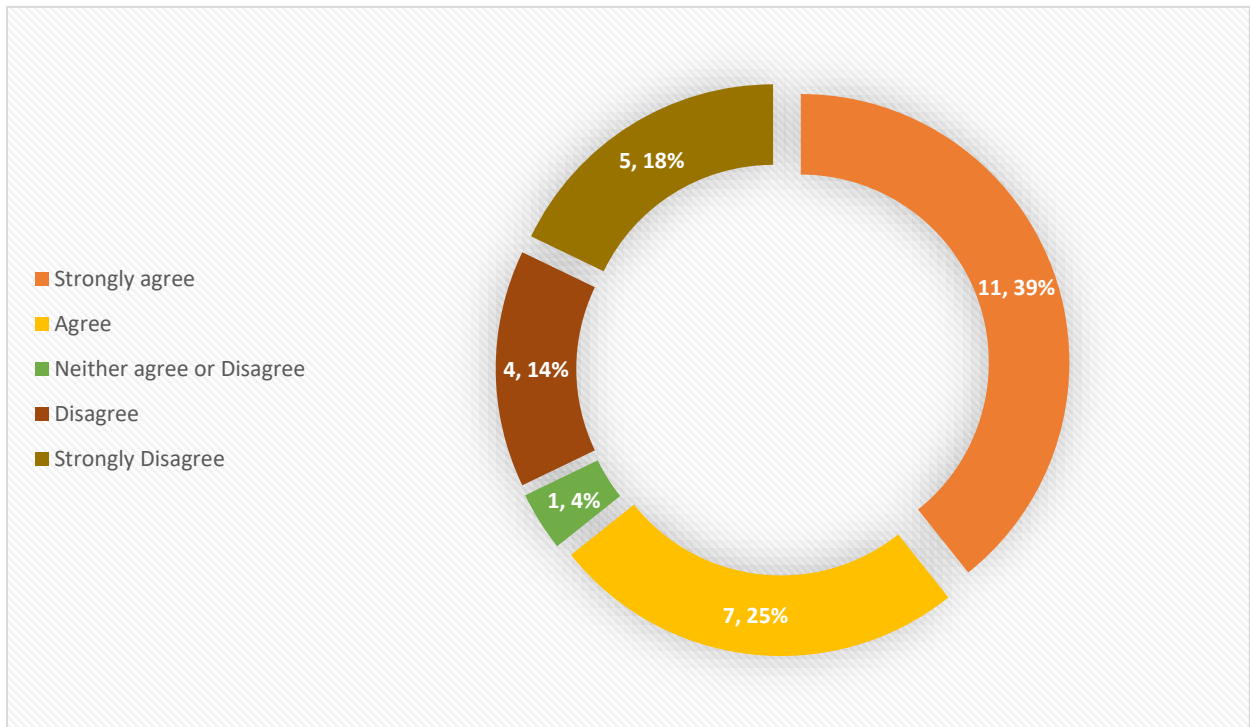


Chart 13: Evidence that training programs are helpful for career growth

Interpretation: From this chart, it can say that 39% percent of respondents strongly agree that training programs are helpful for career growth, 25% of the respondents agree with this question, 3% of respondents remain neutral with this question, 14% of respondents disagree with this question, and 17% of respondents strongly disagree with this question.

10. Do you agree that training helps you to be more active in your work?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	7	10	3	5	3	28
Percentage	25	35.7	10.7	17.8	10.7	100%

Table 14: Evidence that training help to be more active in work

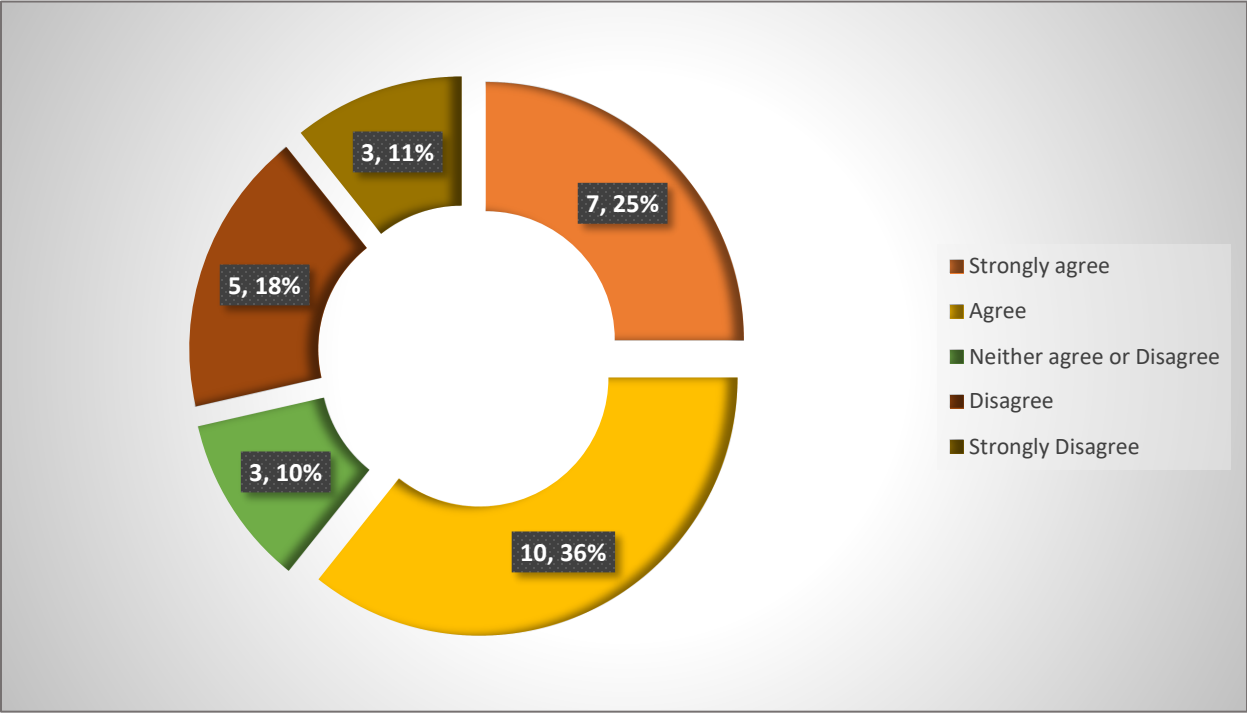


Chart 14: Evidence that training help to be more active in work

Interpretation: From this chart, it can say that 25% percent of respondents strongly agree that training help be more active in work, 35% of the respondents agree with this question, 10% of respondents remain neutral with this question, 17% of respondents disagree with this question, and 10% of respondents strongly disagree with this question.

11. Do you agree that the trainer answers the trainee's doubts and questions?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	14	8	1	3	2	28
Percentage	50	28.6	3.6	10.7	7	100%

Table 15: Evidence that the trainer answers the trainee's doubts & questions

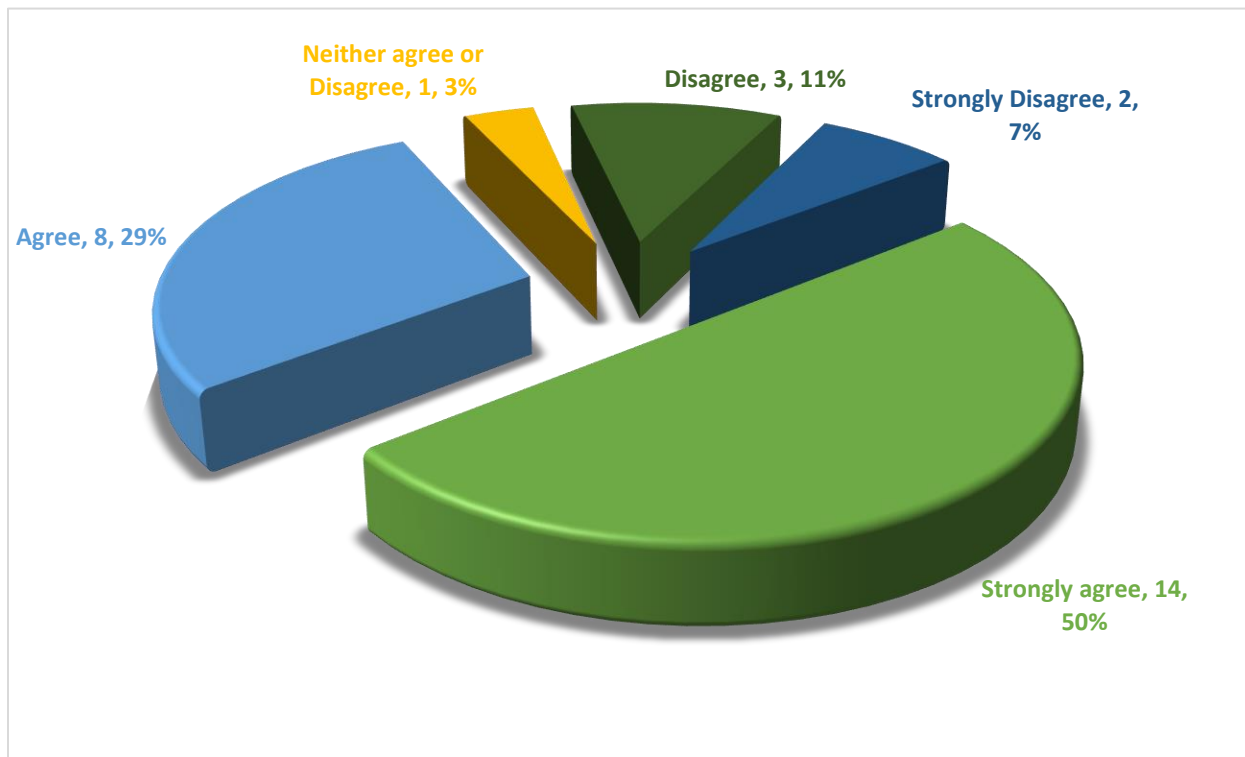


Chart 15: Evidence that the trainer answers the trainee's doubts & questions

Interpretation: From this chart, it can say that 50% percent of respondents strongly agree that the trainer answers the trainee's doubts and questions, 29% of the respondents agree with this question, 3% of respondents remain neutral with this question, 10% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

12. Training programs are conducted by experienced faculty; do you agree with these statements?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	12	9	3	2	2	28
Percentage	42.9	32	10.7	7	7	100%

Table 16: Evidence that the training programs are conducted by experienced faculty

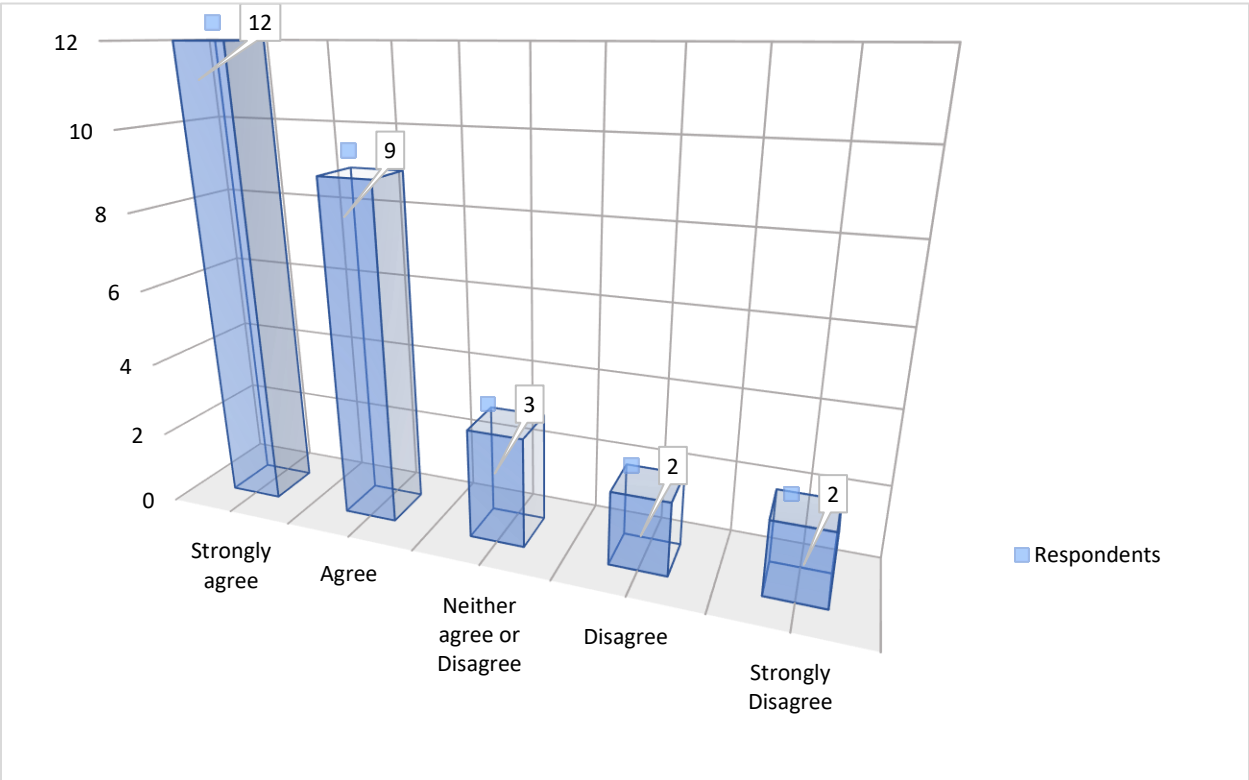


Chart 16: Evidence that the training programs are conducted by experienced faculty

Interpretation: From this chart, it can say that 42% percent of respondents strongly agree that the training programs are handled by an element faculty, 32% of the respondents agree with this question, 10% of respondents remain neutral with this question, 7% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

13. Training can help you perform the job more enthusiastically; do you agree with these statements?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	9	11	3	2	3	28
Percentage	32	39.3	10.7	7	10.7	100%

Table 17: Evidence that training can help perform the job more enthusiastically

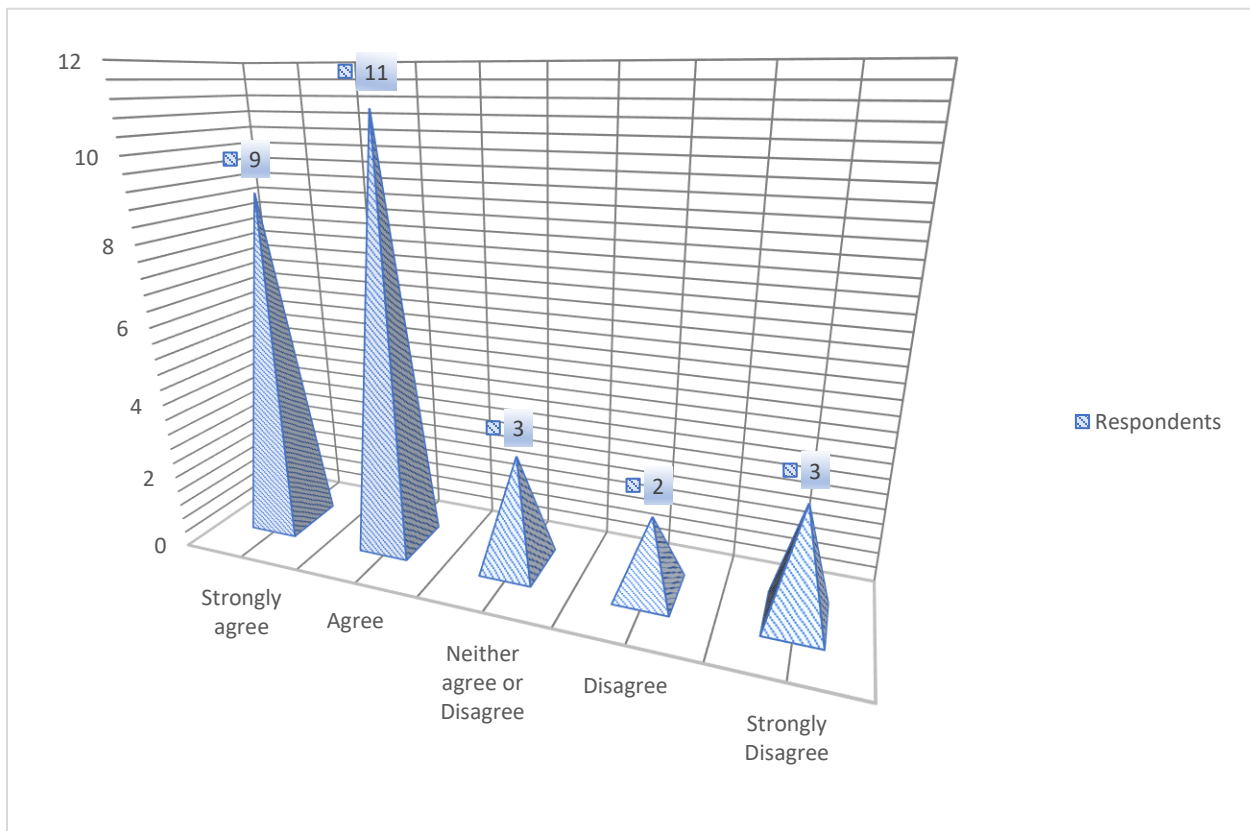


Chart 17: Evidence that training can help perform the job more enthusiastically

Interpretation: From this chart, it can say that 32% percent of respondents strongly agree that the training can help perform the job more enthusiastically, 39% of the respondents agree with this question, 10% of respondents remain neutral with this question, 7% of respondents disagree with this question, and 10% of respondents strongly disagree with this question.

14. Do you agree that training can help reduce employee absenteeism in organizations?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	6	9	5	3	5	28
Percentage	21	32	17.8	10.7	17.8	100%

Table 18: Evidence that training can help reduce employee absenteeism

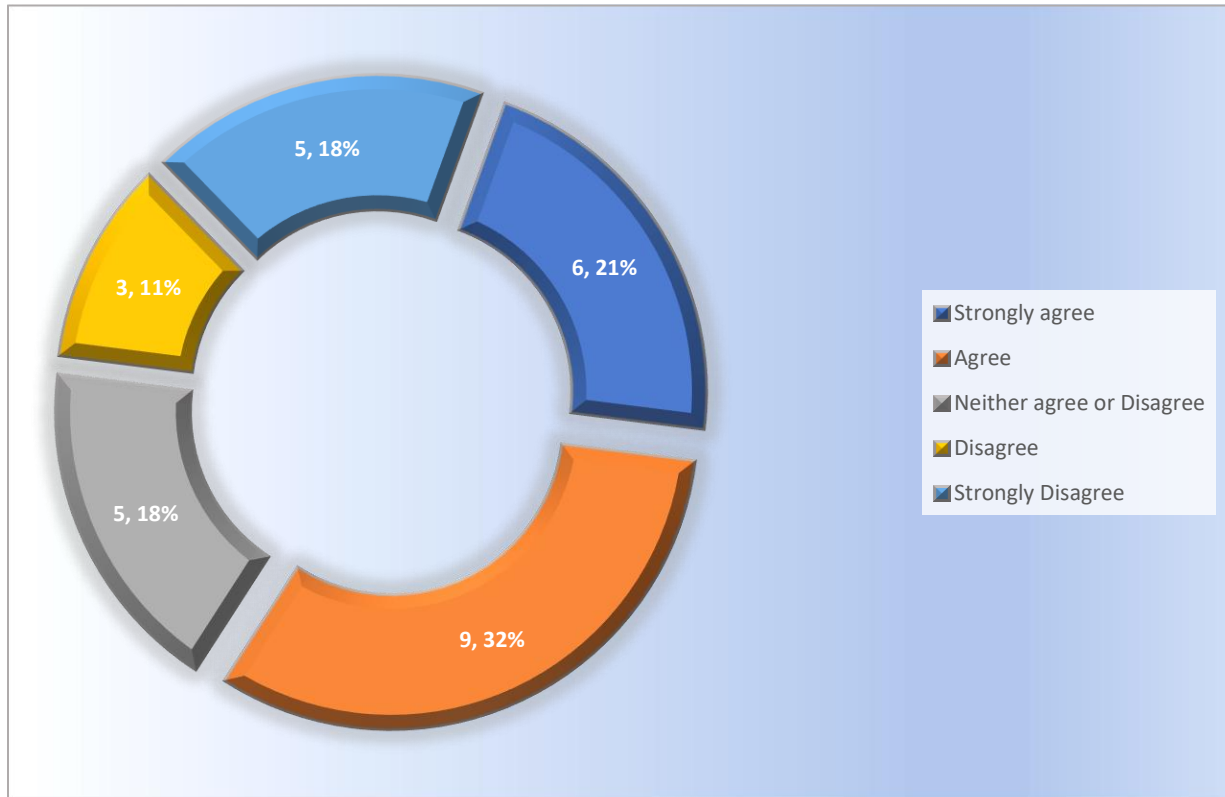


Chart 18: Evidence that training can help reduce employee absenteeism

Interpretation: From this chart, it can say that 21% percent of respondents strongly agree that the training can help absenteeism, 32% of the respondents agree with this question, 17% of respondents remain neutral with this question, 10% of respondents disagree with this question, and 17% of respondents strongly disagree with this question.

15. Do you agree that training motivates employees and helps them retain employment?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	11	9	2	4	2	28
Percentage	39.3	32	7	14	7	100%

Table 19: Evidence that training motivates employees and helps them retain employment

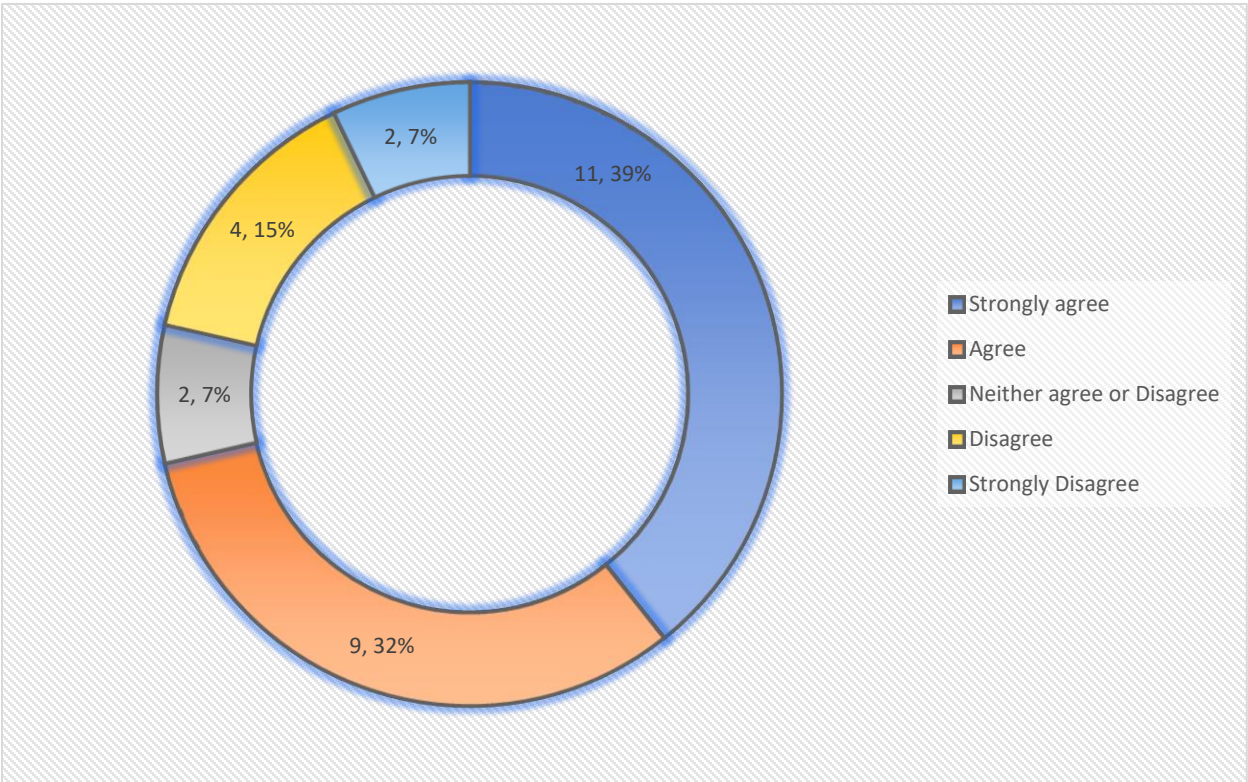


Chart 19: Evidence that training motivates employees and helps them retain employment

Interpretation: From this chart, it can say that 39% percent of respondents strongly agree that the training motivates employees and helps them retain employment, 32% of the respondents agree with this question, 7% of respondents remain neutral with this question, 14% of respondents disagree with this question, and 7% of respondents strongly disagree with this question.

16. Do you agree that training can help change employee attitudes?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	14	8	0	5	1	28
Percentage	50	28.6	0	17.8	3.6	100%

Table 20: Evidence that training can help change employee attitude

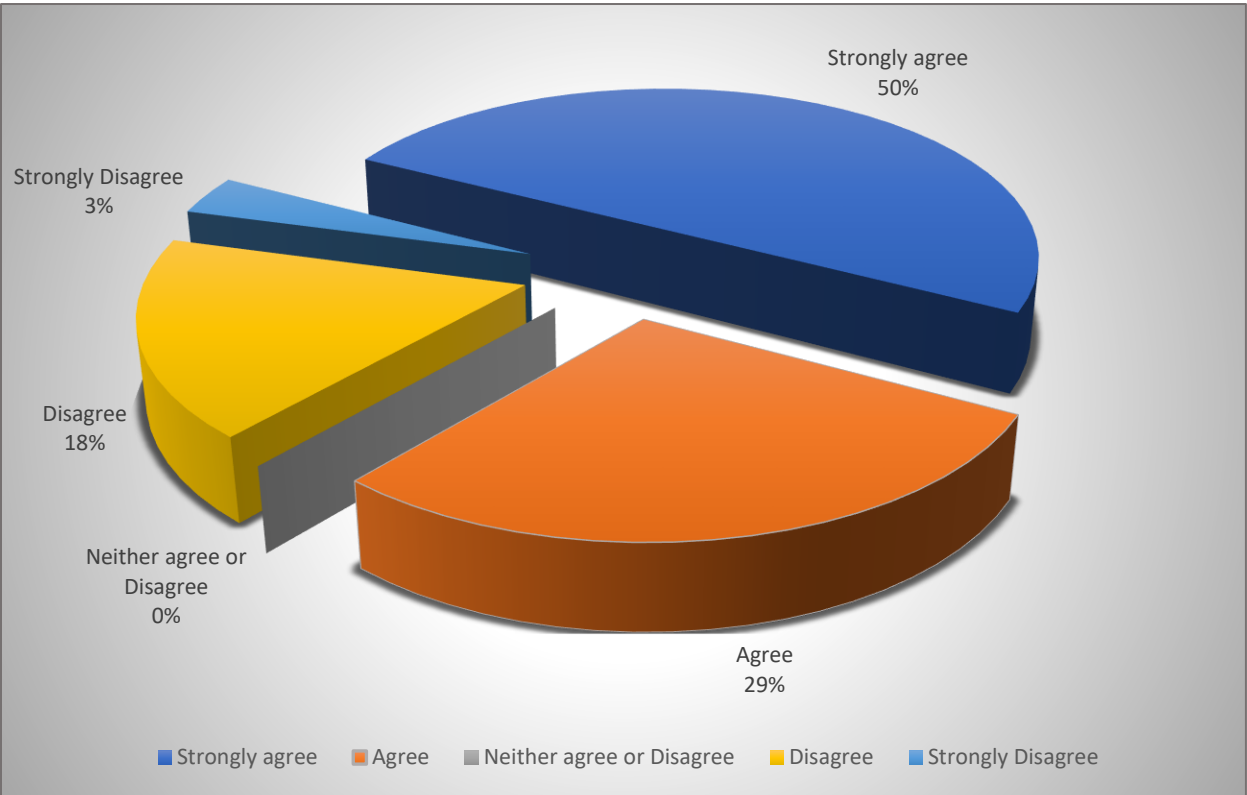


Chart 20: Evidence that training can help change employee attitude

Interpretation: From this chart, it can say that 50% percent of respondents strongly agree that training has helped change employee attitude, 28% of the respondents agree with this question, 17% of respondents disagree with this question, and 3% of respondents strongly disagree with this question.

17. Training can help reduce the continuous monitoring of employees in an organization; do you agree with this statement?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	3	2	4	12	7	28
Percentage	10.7	7	14	42.9	25	100%

Table 21: Evidence that training can help reduce continuous monitoring of employees

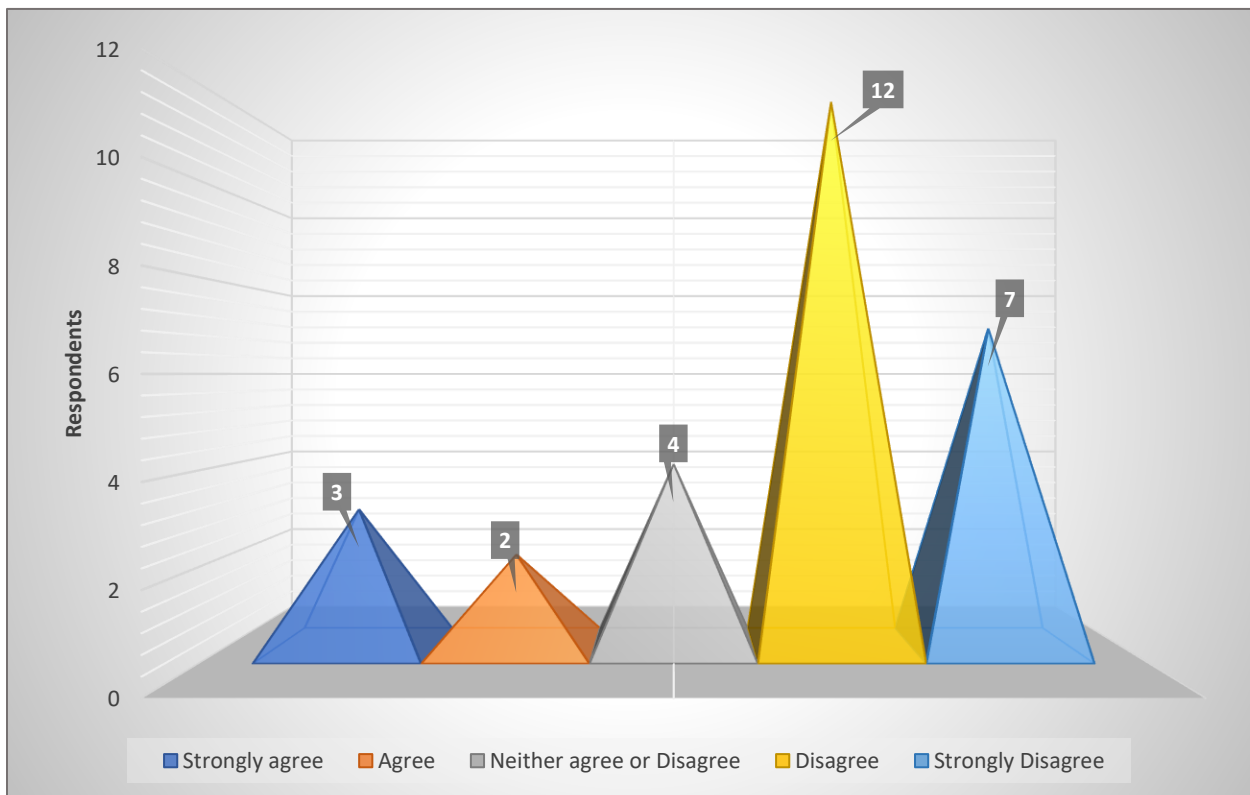


Chart 21: Evidence that training can help reduce continuous monitoring of employees

Interpretation: From this chart, it can say that 10% percent of respondents strongly agree that training can help reduce continuous monitoring of employees, 7% of the respondents agree with this question, 14% of respondents remain neutral with this question, 42% of respondents disagree with this question, and 25% of respondents strongly disagree with this question.

18 Do you agree that training is based on development needs?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	16	9	3	1	0	28
Percentage	57	32	10.7	3.6	0	100%

Table 22: Evidence that training is based on development needs

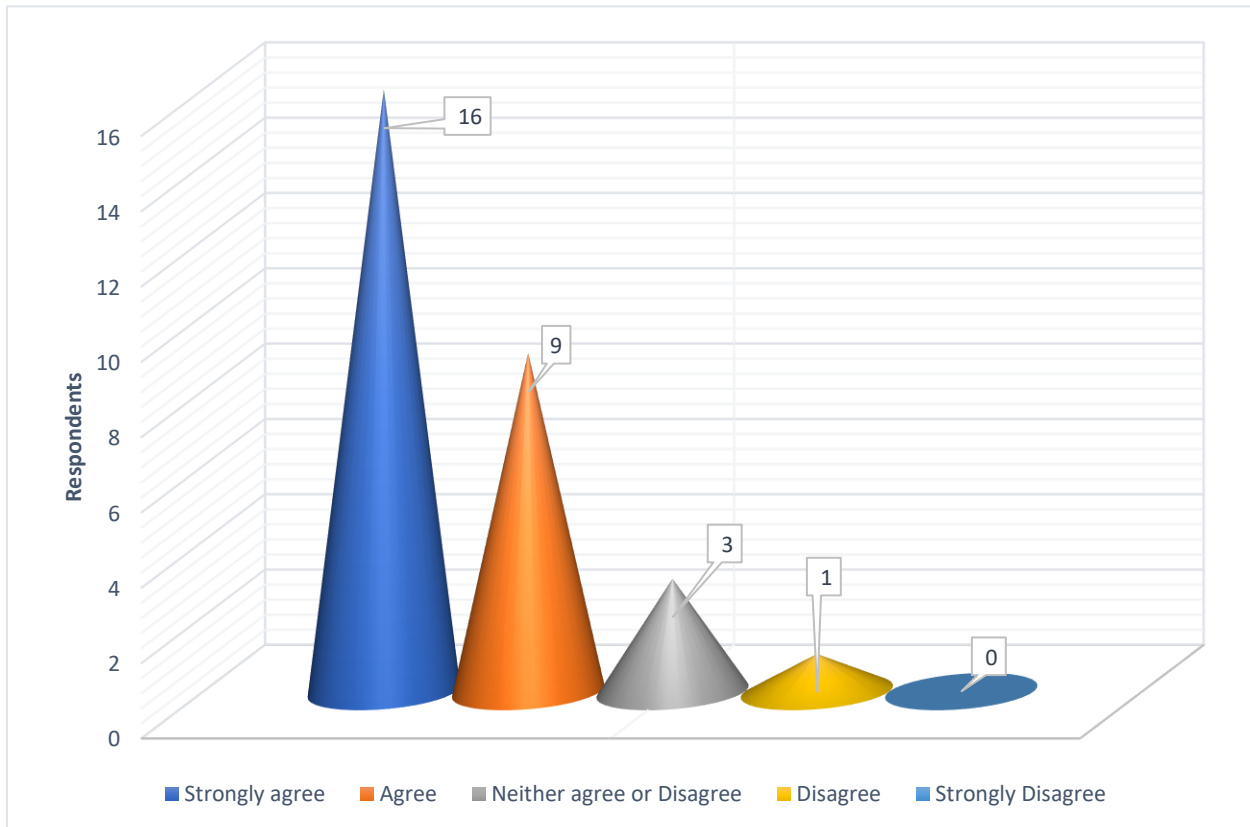


Chart 22: Evidence that training is based on development needs

Interpretation: From this chart, it can say that 57% percent of respondents strongly agree that training is based on development needs, 32% of the respondents agree with this question, 10% remain neutral with this question, and 3% of respondents disagree with this question.

19. Do you agree training can help you to manage constantly changing technology for performing the job?

Options	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree	Total
Respondents	11	12	2	3	0	28
Percentage	39.3	42.9	7	10.7	0	100%

Table 23: Evidence that training can help manage the constantly changing technology for performing the job.

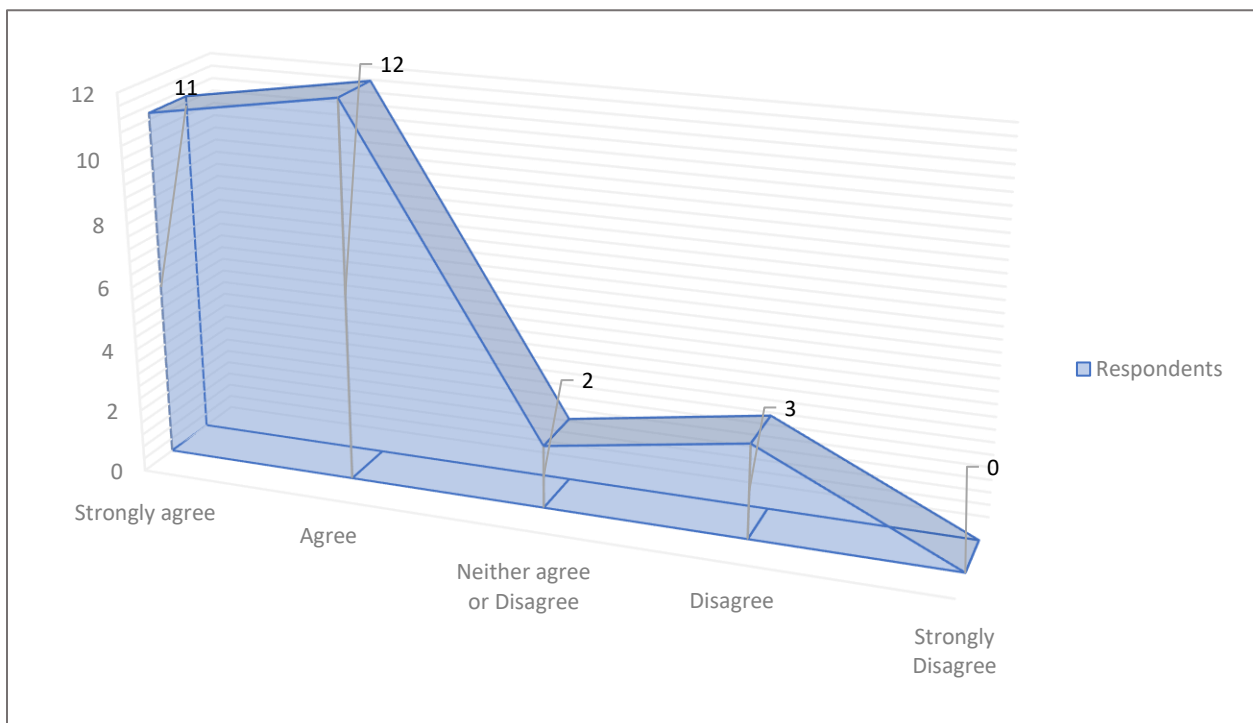


Chart 23: Evidence that training can help manage the constantly changing technology for performing the job.

Interpretation: From this chart, it can say that 39% percent of respondents strongly agree that training can help manage the constantly changing technology for performing the job, 42% of the respondents agree with this question, 7% of respondents remain neutral with this question, 10% of respondents disagree with this question.

4.2 SWOT analysis

Strengths

- ❖ DIL uses the latest HRMS software to facilitate the training and development process. This allows them to reach a larger audience and also allows them to provide a more efficient and effective training and development process.
- ❖ Training and development programs, especially internal training, are carried out on an ongoing basis.
- ❖ HRD seeks to maintain training budgets for individual programs and cumulative training that it uses as a cost control method to ensure return on investment in training.
- ❖ A training calendar is created so that it does not conflict with other organizational activities.
- ❖ The company has its own training floor with three training rooms at CHQ and Gazipur units have large training halls.
- ❖ Non-executors undergo various types of training for promotion to senior management positions. Managers are regularly trained and developed to improve their management skills through the development and career management programs.
- ❖ A Training Needs Analysis is conducted annually and is open to all departments.
- ❖ The In-house faculty is very experienced.
- ❖ Trainees are provided with evaluation forms for pre-training, post-training, and period reviews to ensure a proper transition of training to the workplace and maximize the productivity of training investment.
- ❖ Development initiatives are on the rise, enhancing the corporate image and fostering a learning environment that greatly facilitates organizational development.

Weaknesses

- ❖ DIL has been criticized for lacking diversity in its external training program.
- ❖ Corporate headquarter training rooms have space constraints.
- ❖ The training environment, like interior, materials, equipment, technology, etc. is not updated.
- ❖ Rapidly increasing the cost of skilled employees, such as scientists, administrative personnel, pharmacists, and international business development.
- ❖ DIL has not any trainer training program.

Opportunities

- ❖ Training and development database and knowledge management system can be merged in the recently installed SAP ERP system.
- ❖ Update technology, training materials, and equipment to support training.
- ❖ Create immediate feedback mechanisms in modern SAP ERP systems for T&D programs.
- ❖ Enable a knowledge management system with trained staff.
- ❖ Promote overseas expansion programs such as e-learning for executives and senior management.
- ❖ Develop at least one large training hall in CHQ.
- ❖ Develop more activity-based internal programs to make learning more fun and interactive.
- ❖ Can Operate a separate training wing for the factory.
- ❖ Make T&D the facilitator of future planning and performance management.
- ❖ Increase the number of external training sessions per month by regularly connecting with more training institutions and consulting firms.
- ❖ Increase the number of training areas and topics to allow more functional units to be trained.

Threats

- ❖ Trained employees can leave the company with improved skills.
- ❖ External training institutions and companies can decline for financial reasons.
- ❖ Too many development initiatives can go over budget.
- ❖ Senior leaders and managers may avoid training due to strict attitudes toward learning new or updated skills.
- ❖ Competitors might create improved technologies and training materials.
- ❖ Individual training needs may be hampered by the propensity to modify training programs in accordance with corporate strategy, which could lead to unsuccessful career management.
- ❖ There can be confusion in distinguishing between organizational development and maximizing shareholder wealth, thereby distorting the intent of employee development programs.

4.3 List of findings

- ❖ **Training wings:** The factory level does not have a training department, but the headquarters does. However, the department in charge of centrally organizing all training increases is under a great load because two-thirds of its workers are employed at the factory level.
- ❖ **Training facilities and training budget:** I found the latest training tools at HRD, but they are not enough. Because the same training facility is used for DIL's sister concern. In addition, looking at DIL's training and development budget shows that it is less than two percent of annual income.
- ❖ **Training rating system:** At DIL, I have found a post-apprenticeship evaluation system that allows giving feedback on the education apprentices have received. It is positive that the DIL authorities appreciate TNA's post-training evaluation of trainees in order to send future participants to similar training programs.
- ❖ **Trainer's training:** Although there are numerous training and development programs both at the corporate level and at the field level, most of them are led by in-house trainers. DIL has not any trainer training program, which is predominant for the success of the DIL's implementation of training programs.
- ❖ **Training manual:** DIL does not yet have a structured training manual. A structured training manual was more productive in that the focus and goals of the training method were understandable to everyone and easy to execute.
- ❖ **Shortage manpower:** There is a shortage of manpower in their HR department which impacts on their T&D operation.
- ❖ **Training Record:** DIL used to maintain training records on paper. There was no system for electronic record keeping that was easier for all to get access. Finding people for specific jobs that take a lot of time and effort. However, DIL now uses an electronic database structure to keep track of training, which is assisting them in finding a solution to this issue.
- ❖ **Pre-planned training program:** The company does not have a pre-planned training schedule. A pre-planned training schedule was more productive in that the focus and goals of the training method.
- ❖ **Lack of external training:** There is a lack of external training sessions, which is individuals may face challenges in acquiring new competencies, staying updated with industry trends, or adapting to changing technologies.

Chapter-5

Recommendation & Conclusion

5.1 Recommendations

I have the following suggestions for the company that would be beneficial for them:

- ❖ **Develop additional training space:** Additional training space is required. The HR floor has limited space and requires renovation of the facility. The training environment including facilities, materials, equipment, and techniques should be updated. Expanding training space is crucial for organizations that prioritize continuous learning and development. It signifies a commitment to investing in employee growth and skill enhancement.
- ❖ **Establish in-house trainer:** DIL should enrich its own in-house trainer and should increase its training budget. Having an in-house trainer offers several advantages. First and foremost, it allows for tailored training programs that are specifically designed to meet the organization's unique needs and objectives. This strategic decision recognizes the importance of ongoing learning and skill development.
- ❖ **Increase action-oriented training:** Many employees have theoretical training but they expect action-oriented learning. Action-oriented training encourages employees to become proactive learners who take responsibility for their own development.
- ❖ **Increase external training:** External training offered is limited in number as well as variety, it is also should increase. External training program often provides exposure to new ideas, best practices, and emerging trends in a particular field or industry.
- ❖ **Increase HRD manpower:** DIL has a huge field force and needs to hire more people for its HR department. The shortage is mainly in their training and development team. By increasing HRD manpower, organizations can enhance their capacity to design, implement, and manage various training and development initiatives.
- ❖ **Measuring result of training & ROI:** Measuring the results of training programs and evaluating the return on investment (ROI) is indeed an important aspect that should be carefully considered. Without proper measurement and evaluation, it becomes challenging to determine the effectiveness and impact of training initiatives.
- ❖ **Maintain a training manual:** DIL should maintain a structured training manual. A well-designed training manual provides a structured and comprehensive resource that supports the learning process. It helps trainers deliver consistent training content and enables participants to effectively absorb and apply the knowledge and skills gained during the training.

5.2 Conclusion

To accomplish corporate objectives in this constantly shifting global business environment, employees' knowledge, skills, and behaviors must be optimized. Additionally, it is in their best interests to develop and enhance their experience in order to advance their careers as well as the needs of the firm. The training function at Drug International Ltd. is very well aligned with the organization's objectives in this regard and makes a significant contribution to achieving those objectives through its performance-oriented activities. The business's training feature has been successful up to this point, but in order to evaluate the outcomes, it needs to be more extensive and dynamic. The Training & Development Department at Drug International Limited works hard to provide the best staff training programs at the appropriate time and location. Provide the most effective training for employees at all levels with the latest supported training resources. HR Managers at Drug International Limited are now expected to contribute directly to the operations and success of the HR department beyond contracts and policies.

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Appendix

Appendix: Questionnaire

1. Do you agree that training your organization provides is sufficient to meet your performance goals?
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

2. Do you agree that you are doing perform better after training?
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

3. Are you satisfied with the training content that your organization provides?
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

4. Do you think training and development have had a positive impact on the business?
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

5. Are you satisfied with the training environment that your organization provides for training?
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

6. The Content, your organization provides for training is highly relevant to the competitive market; do you agree with this statement?
 - Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree

7. Can you easily apply what you learned in the training?
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
8. Do you agree that the training duration was long enough?
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
9. Training programs are helpful for career growth; do you agree with this statement?
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
10. Do you agree that training helps you to be more active in your work?
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
11. Do you agree that the trainer answers the trainee's doubts and questions?
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
12. Training programs are conducted by experienced faculty; do you agree with these statements?
- Strongly agree
 - Agree
 - Neither agree or disagree
 - Disagree
 - Strongly disagree
13. Training can help you perform the job more enthusiastically; do you agree with these statements?
- Strongly agree
 - Agree

- Neither agree or disagree
- Disagree
- Strongly disagree

14. Do you agree that training can help reduce employee absenteeism in organizations?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

15. Do you agree that training motivates employees and helps them retain employment?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

16. Do you agree that the training can help change employee attitudes?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

17. Training can help reduce the continuous monitoring of employees in an organization; do you agree with this statement?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

18. Do you agree that training is based on development needs?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

19. Do you agree training can help you to manage constantly changing technology for performing the job?

- Strongly agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree