

An internship report on

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# **Human Resource Management Practices in Quality Feeds Limited**

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Submitted to the Department of Business Administration,  
Daffodil International University, in partial fulfillment of the  
requirement for the award of MBA Degree major in HRM

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**SUPERVISED BY**

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**Date of Submission: 30 November 2018**



**Daffodil**  
*International*  
**University**

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Quality Feeds Limited**

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**Quality Feeds Limited**

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## Letter of Transmittal

Administration  
Entrepreneurship

Daffodil International University

### **Subject: Submission of MBA Internship Report.**

Dear Sir,

I am glad to inform you that my work on “**Human Resource Management Practices in Quality Feeds Limited**”, under your supervision as per University requirement is completed. During the preparation of the report, I gained a practical knowledge which enhanced my theoretical knowledge among limitations. However, I tried my best to overcome those limitations with your support and guidance.

I request you to accept the report and forward this for further evaluation.

Sincerely,



Mohammad Jaynal Abedin

ID: 172-14-765

MBA (R), Major: HRM

Department of Business Administration

Daffodil International University

## Acknowledgement

All Praise to Allah. First and foremost, I thank Almighty Allah, the Beneficent, and the Merciful for having finally made this effort a reality. I praise Him because if it was not for His Graciousness, it would not have been materialized.

I am extremely grateful to my supervisor Gouranga Chandra Debnath, who gave me a lot of valuable time in preparing the report and provided valuable suggestions for enriching the report.

I am also thankful to Quality Feeds Limited and its employees who provided the platform to complete my internship successfully. Specially, thanks to Mr. Uzayr Hafiz (Sr. GM-Interface & MIS), Mr. Romanur Rahman (GM-Admin & HRD), Mr. Tarequl Islam (Sr. Manager-Admin & HRD), Mr. Arif Haider (Sr. GM-In charge-Gazipur Factory), Mr. Jashim Uddin (Sr. GM-In charge-Shajahanpur Factory), and Sadequr Rahman (GM-Internal Audit). Also, I convey my thanks to Mr. Sabbir Ahmed, DGM (Marketing) who always gave me sensible mental and knowledge support.

I had to prepare this report within a very short time and for that reason there may be some grammatical or spelling mistakes. Due to lack of knowledge and expertise, in the report might have other types of errors. I tried my best to overcome those mistakes. I apologize for any mistakes happen to exist in my work inadvertently.

At last I, express my deepest gratitude to all those who contributed directly or indirectly to bring this report to this final format, because I would never have been able to achieve this by myself.

Finally, I want to give thanks to the authority of Quality Feeds Limited and my Post graduating University, Daffodil International University to provide me with the platform to do this type of study.

## Declaration

I, Mohammad Jaynal Abedin, ID: 172-14-765, MBA (R), Major: HRM, do hereby declare that the report on **“Human Resource Management Practices in Quality Feeds Limited”** has been carried out by me after successful completion of three months of internship training in Quality Feeds Limited and has not been submitted to any other educational Institute for academic purposes.

I also conform that the report is only prepared to meet my academic requirement not for any other purpose. It will not act anything that will hamper the confidentiality and interests of Quality Feeds Limited. It might not be used with the interest of opposite bodies of Quality Feeds Limited.

The work I have presented does not breaches any copyright.

I further undertake to indemnify the University against any loss or damage arising from breach of the foregoing obligations.



Mohammad Jaynal Abedin  
ID: 172-14-765  
MBA (R), Major: HRM  
Department of Business Administration  
Daffodil International University

## Approval of Supervisor

This is to certify that the report on **Human Resource Management Practices in Quality Feeds Limited** is done by Mohammad Jaynal Abedin, ID: 172-14-765 as a partial fulfillment of requirement for the degree of MBA in HRM from Daffodil International University. The write up of the report was done under my guidance and it is a record of the sincere work carried out successfully by him.

No portion of this report was used for obtaining any degree from any Academic Organization earlier.



**Gouranga Chandra Debnath**  
Assistant Professor and Head  
Department of Business Administration  
Faculty of Business & Entrepreneurship  
Daffodil International University

## Executive Summary

Once the economy of Bangladesh was driven by the agriculture, but in recent times it is gradually transformed into industry and service-based economy which makes our agricultural system weaker and weaker over the time. Quality Feeds Limited is one of the renowned agro-based companies which come forward to leading from the front to revive our agriculture. Thus, it creates a new era in agro-based culture with its undaunted effort. Through this report I have tried to depict the total activities of Quality Feeds Limited from its very early days to its present condition and mention all the functions and processes of the strategic human resource management of the organization.

As my total study is divided into four major parts of which Chapter One is introductory part where I describe origin, objectives, scope of the study, methodology, the sources of collecting study related data and limitations of the study.

Chapter Two is overview of Quality Feeds Limited.

In Third Chapter I have discussed the general HR practices of Quality Feeds Limited including HR planning, recruitment process, training and development, wages structure and performance appraisal.

In last chapter I have tried to find out the lacking of HR policies and practices of Quality Feeds Limited. Also, I put some necessary recommendations in the light of findings and draw the conclusion of the study.

Management of Quality Feeds Limited is fully aware of the importance of sound HR management. This report is dealt, though not comprehensively with both the theory and practice of Human Resource Management section. Most importantly this report will give a clear idea about several activities of Human Resource Department of Quality Feeds Limited in which I was associated.



# **Chapter 1**

## **Introductory Part**

- 1.1 Introduction
- 1.2 Origin of the report
- 1.3 Objective of the study
- 1.4 Scope of the study
- 1.5 Methodology
- 1.6 Sources of information
- 1.7 Limitations of the study

## **1.1. Introduction**

With the expansion in the size and intricacy of business Organization, man has turned into the most imperative factor in business. Business needs individuals as proprietors, workers, and customers. Organization require individuals to make them worked. An Organization is nothing without human asset. Of all the resources, the most important one is human resource, since people assume a double job as asset, and in addition an intention compel for every single other asset by controlling them, by the method for creating, using, directing and controlling. So human resource management (HRM) capacities incorporate Recruitment, choice, preparing and improvement, execution examination, pay and modern connection in an organization.

In this report I concentrated on the HR exercises that Quality Feeds Limited practices to build up its organization. After the review and assembling all the data, it is discovered that Quality Feeds Limited practices all the fundamental elements of HRM. This report gives the insights about the Organization:

- (a) To identify the recruitment and selection policy of QFL
- (b) To evaluate the training and development strategy of QFL
- (c) To analyze the performance appraisal of QFL
- (d) To investigate the compensation management method of QFL
- (e) Find some recommendations on the basis of problems

## **1.2. Origin of the report**

Internship Program of Daffodil International University is the most significant part to accomplish the MBA program and an important element of this internship program is the Term Paper.

The principle motivation behind temporary job is to give the understudies a handy quintessence to the corporate world It was extremely a testing employment to rehearse the hypothetical information with the genuine experience. Like others I

had been encountering my entry level position in Quality Feeds Limited one of the biggest Agro-based items producing organization in Bangladesh.

My project topic is “Human Resource Management Practices in Quality Feeds Limited”. I have tried to identify HRM practices of this organization and how it is working in progress of the organization.

### **1.3. Objective of the study**

- (f) To identify the recruitment and selection policy of QFL
- (g) To evaluate the training and development strategy of QFL
- (h) To analyze the performance appraisal of QFL
- (i) To investigate the compensation management method of QFL
- (j) Find some recommendations on the basis of problems

### **1.4. Scope of the study**

This report examines human resource management and practices of Quality Feeds Limited in more extensive angles. The report incorporates authoritative structure, enrolling and Selection, worker preparing, inspiration, remunerate framework, advantage bundles and pay. The extent of the examination depends on every one of the divisions of the organization. The investigation expected to recognize what the field powers need from the administration. The investigation mulled over every one of the staffs, perpetual (talented, semiskilled and incompetent) and brief workers and requested their needs and grumbles thinking about comforts. The examination talked with administration expert about their inclination in regards to the current execution.

### **1.5. Methodology**

With the end goal to direct this little scale evaluative Study, the accompanying methodological measures will be embraced. For making any report the majority of the information ought to be taken that reflect genuine circumstance. Technique of information may locate the different data and information to satisfy the reports necessity.

## 1.6. Sources of information

Both primary and secondary sources were used to collect information for this research and report.

**1.6. (A) Primary Sources of Data:** Primary wellsprings of data incorporate information accumulation from the examination with the assistance of perception strategies with the respondents. In any case, it is for the most part Face to confront discussion with the workers and administrators in manufacturing plant office and offer their very own involvement and data about human asset practice in Quality Feeds Limited.

**1.6. (B) Secondary Sources of Data:** Secondary wellsprings of data incorporate information gathering from reports and factual inductions, some indispensable insights of such kind of past standard study reports, of such sort of records of the past investigations and reports arranged by different comparable nature of organizations. Optional sources are:

- (a) Quality Feeds Limited's official site.
- (b) Official Documents.

## 1.7. Limitations of the study

- One of the significant constraints for setting up a report was secrecy.
- Collecting data was especially troublesome in light of the fact that most territories of the premises and laborers were not permitted because of the danger of them being a piece of every industry privileged insights.

# Chapter 2

## Company Profile

- 2.1 About quality feeds limited
- 2.2 Vision
- 2.3 Mission
- 2.4 Milestones
- 2.5 Product
- 2.6 Sister concern
- 2.7 Factory
- 2.8 Corporate social responsibility (CSR) program
- 2.9 Board of directors
- 2.10 Organogram of quality feeds limited
- 2.11 Contact address

## **2.1. About Quality Feeds Limited**

Quality Feeds Ltd was founded in 1995, with a commitment to produce and market animal feed products of high-quality standard and absolute hygiene to the farmers. QFL has deep roots and connections to some of the feed industry pioneers who paved the way for excellence in animal nutrition.

QFL produces and distributes poultry, fish, shrimp and cattle feed throughout Bangladesh through 9 Zonal Offices, 21 Regional Offices, 22 Depots and 13 Poultry Diseases Diagnosis Lab with the contribution of more than 700 agents. QFL has over the years become synonymous with quality & a trusted partner as a feed manufacturer in Bangladesh. The Company has 13 independent plants capable of producing pelleted feed (both sinking & floating) as well as mash feed. The plants are strategically located in Gazipur and Bogura.

The total installed output capacity is 3,80,000 metric tons per annum.

## **2.2. Vision**

To provide value for money to customers and promoting good work environment for employees to enhance commitment and job satisfaction

## **2.3. Mission**

- Developing employee capability at all levels
- Providing value for money to our customers
- Focus on research and development to improve existing product lines & introduce new products
- Developing market network for easy access of our products to our customer
- Create long-term relationships with customers, business partners, employees, joint ventures and shareholders

## 2.4. Milestones

1995	QFL starts operation at Bagharbazar, Gazipur with 1st pellet plant
2001	Alliance Bag Limited established
2003	QFL starts operation in Shahjahanpur, Bogura with 5th mash/pellet plant
2004	Quality Grains Limited established
2007	Quality Breeders Limited established
2009	Quality Aqua Breeds Limited established
2013	QFL starts operation in Nondigram, Bogura with 12th pellet plant
2016	QFL starts operation in Nondigram, Bogura with 13th pellet plant
2016	Quality Integrated Agro Limited established
2017	QFL starts operation in Nondigram, Bogura with 14th & 15th Shrimp plant

## 2.5. Product

- i. **POULTRY FEED:** QFL produce and distribute feeds that are used for broiler chicken and layer chicken.
- ii. **FISH FEED:** QFL produce and distribute feeds that are used for Pangush and Carp. QFL is qualified to comprehensively support the demand of farmers.
- iii. **SHRIMP FEED:** QFL produces and distributes shrimp feed that are used for Bagda and Galda shrimp cultivation. QFL is qualified to comprehensively support the demand of farmers.
- iv. **CATTLE FEED:** QFL produces and distributes cattle feed that are used for dairy milking and Beef fattening farming. QFL is qualified to comprehensively support the demand of farmers.

## 2.6. Sister Concern

QFL has 05 sister concern companies involved in agro processing and packaging.

### 2.6 (A) Quality Breeders Limited:

Quality Breeders Limited is a private limited company, founded in 2006. QBL was established to carry on the business of producing high-quality Day-Old Chicks (DOC) for the broiler farmers.

Currently there are 6 fully automated Environment Controlled (EC) parent houses, each with a capacity to holding 8,000 parents. More parent houses will be

constructed during 2016. Total project area including breeder farm & hatchery is 40 bighas. The Hatchery unit has 4 setters, 4 hatchers. Total number of trained workers is 150.

### **2.6 (B) Quality Grains Limited:**

Quality Grains Limited was created in 2004 to run and manage grain manufacturing industry, drying, processing and warehousing of all kinds of grains, seeds and other inputs of agricultural nature. QGL is a logical integration of the groups feed operations. As such Quality Feeds Limited is the major customer of QGL.

The production capacity of the vertical dryer (drying & processing) of the project is 4 tons per hour. The storage capacity is 30,000 tons. The project is based on 16 bighas of land in Jamunna, Shahjanpur, Bogura. Total number of workers is 75.

### **2.6 (C) Quality Aquabreeds Limited:**

Quality Aquabreeds Limited was founded in 2009 and is based at Narkeli, Kahaloo, Bogura. The Company was established to carry on the business of producing high quality Tilapia & Pungush fish fries for its customers. Currently QAL is supplying fish farmers with Telapia, Pungush and Magur fish fries. The mother broods are sourced from reputable establishments in Thailand. This ensures proper genetics and hence greater return to farmers.

The brood fish is culled every 2 years to avert inbreeding issues. Fry performance in the field is one of the best in the country. The production target for the year 2017 is 165,000,000 fries. Total number of trained workers is 210.

### **2.6 (D) Quality Integrated Agro Limited:**

Quality Integrated Agro Limited is a private limited company founded in 2016. QIL was established with the objective of producing premium grade agro and food-based items for the quality conscious consumers.

As its first project the company has launched packaged brown eggs under the brand name Quality Eggs. The eggs are produced at its own commercial layer farm in Gazipur. Currently the daily capacity of egg production is roughly 10,000 eggs per day.

It has also set up a poultry processing plant in Mantala, Habiganj which was launched on March, 2018 with the objective of producing high quality processed and further processed poultry items. The plant is situated on approximately 3 acres of land and has a capacity to process 1000 birds per hour. It is currently marketing its product in



Dhaka and Sylhet Region. QIL prides itself in having a fully integrated supply chain model, starting from feed, broiler production, and logistics network. Some key features of its poultry products are that its Halal, Antibiotic Residue free and ISO certified.

### **2.6 (E) Alliance Bags Limited:**

Alliance Bags Limited was founded in 2001. ABL produces Poly Propylene Woven Sacks for use in food grain, animal feed, fertilizer, cement, seed and other commercial and industrial uses. ABL Factory is located on 9 bighas of land at Bhabanipur in Gazipur district.

## **2.7. Factory**

### **2.7 (A) Gazipur Factory:**

The first pellet plant of the Company was established in 1995 at this location. At present there are 4 independent plants (3 pellet & 1 mash plant). The production capacity of the Gazipur Feed Mill is more than 1,40,000 metric tons per year. There is a fully operational Quality Control Department along with testing laboratory facilities to monitor the quality of incoming raw material as well as finished product. The project is located on 12 bighas of land in Bagherbazar, Gazipur. This unit employs more than 950 people, including 11 depots.

### **2.7 (B) Shajahanpur Factory**

The Bogura Feed Mill was established in 2003 on 19.6 bighas of land at shajahanpur, Bogura. There are 7 independent plants capable of producing pellet (floating & sinking) as well as mash feed. The present production capacity is more than 1,80,000 metric tons per year. A fully independent Quality Control Department is located here along with testing laboratory to monitor the quality of incoming raw material as well as finished product. This unit employs more than 1050 workforce, including 9 depots.

### **2.7 (C) Nondigram Factory**

The Bogura Feed Mill was established in 2013 on 18 bighas of land at Nondigram, Bogura. The 8 MT per hour 12th floating plant is located here. The 13th plant (floating) was inaugurated in May 2016, with a capacity of 10 MT per hour. The 14th & 15th plant (Shrimp) also inaugurated here in 2017 with production capacity of 6 MT per hour. This unit employs more than 750 workforces.

## 2.8. Corporate Social Responsibility (CSR) Program

Quality Feeds Limited is proud to be associated with a number of organizations as part of its CSR (Corporate Social Responsibility) Program. Contributing to society and its development has always been at the core of the company's policies. As a result, it has participated in various development programs both directly and indirectly. Given below are some of the organizations QFL has worked with.

**2.8 (A) Subarta Trust** runs residential care centers in Dhaka, Savar and Netrokona providing assisted living arrangements, food and recreation for the elderly. QFL runs one of its biggest CSR programs with Subarta Trust which started in 2010. Currently QFL owns a small cottage at Swapnolok peace valley, Manikganj, which is under the management of Subarta Trust. An ambulance was also donated to Subarta Trust to provide service to its residents. Also, QFL has sponsored various recreational activities organized by Subarta Trust.

**2.8 (B) Jalalabad Blind Welfare Organization** runs an eye hospital in Sylhet, named Jalalabad Eye Hospital. The organization helps treat underprivileged blind patients, organizing eye camps at different locations. QFL has been working with the organization since 2012 providing donations to cover medicine costs, operation costs, procure operation table.

**2.8 (C) Organization for Correction and Social Reclamation (ACSR)** is an NGO that is dedicated towards the economic emancipation and moral uplift to distressed girls and women who are at a social disadvantage. QFL has been providing funds to the institute since 2013 for the procurement of training equipments and instruments such as computers and books.

**2.8 (D) National Liver Foundation of Bangladesh** Located in Panthapath, Dhaka, National Liver Foundation of Bangladesh is a not-for-profit organization dedicated to prevention, treatment, education and research on liver diseases. QFL has provided funds to the hospital for the building of its facilities.

**2.8 (E) Centre for Rehabilitation of the Paralyzed (CRP)** Founded in 1979 in response to desperate need for services for spinal injury patients, CRP focuses on a holistic approach to rehabilitation. They are engaged in physical rehabilitation, psychological rehabilitation, and economic rehabilitation allowing patients to successfully reintegrate into the community. QFL has been working with CRP since

2010, helping patients by donating computers, printers, monitors and other training equipments for patients.

**2.8 (F) Shishu polli Plus (SPP)** based in Sreepur, SPP works with destitute mothers and their children to give them the health, knowledge and skills they need to function independently in society. At the moment over 130 mothers and 540 children are supported by SPP. QFL has been working with SPP since 2008 and has helped sponsor various cultural events hosted by the NGO. It has also donated funds to the organization over the years for meal requirements of SPP's residence and for covering basic operating costs.

**2.8 (G) Develop Humanitarianism for the Underprivileged (DHUP)** is an organization set up to create and develop an educational environment for the underprivileged and special needs children. They are also committed to reducing the dropout rate of schooling through social awareness. QFL has donated funds to DHUP for the smooth running of their operations.

**2.8 (H) National Fellowship for the Advancement of Visually Handicapped (NFAVH)** is a religious education center located in Tongi that focuses on providing education to visually impaired individuals. The funding provided by QFL has been spent for the welfare of the blind students such as food, dress and other daily necessities.

**2.8 (I) Center for Zakat Management (CZM)** is a faith-based social enterprise, aiming to promote the obligation of Zakat ordained by Allah SWT as an economic tool for bringing prosperity to the disadvantaged. CZM works for creating awareness about Zakat among Muslims, mobilizing and distributing Zakat in an organized and planned manner. QFL has provided Zakat funds to CZM which were used for primary education and nutrition projects as well as providing primary healthcare.

**2.8 (J) Durree Samad Rahman High School** was established in 2004 at west Khasmahal (Nizgaon), Rajnagar of Moulvibazar Distrit. Since inception this institution helped provide quality education among the students of this region. The school is consistently doing well in PSC, JSC & SSC exams. Quality Feeds Limited has worked with this school to maintain & improve the standard of quality education and will continue to do so in the future.

**2.8 (K) Hazi Md. Torab Ali Talukdar Foundation** is working with the poor to improve standard of education and quality of life. Since 2012 this organization has provided free medical services to more than 12000 patients. Most of them are victims of river erosion. QFL feels proud to be a part of this organization and is committed to its cause.

**2.8 (L) Charity Right Bangladesh** was established with the mission to help those in poverty providing them with nourishment and to give them a better chance at life. Presently this organization is providing support to 864 orphans, 1,025 needy children, 30 autistic children, 23 disabled families and 72 destitute families. QFL is honored to be a part of this colossal task. QFL believes that together we can eradicate the fatal chain of poverty and hunger from our community.

**2.8 (M) We Foundation** is a community based, volunteer steered organization working since 2009. It strives for the education of poor children. It has outreach of 400 children in three areas- Gazipur, Dhaka and Pabna, with the mission of bringing significant change to the lives of poor children by stressing on ethics education, computer literacy, English Language, relevant life skills and other vocational training (like tailoring, cutting, nursing). QFL is proud to be a donating partner of We Foundation to help in areas such as construction of school and other educational infrastructure.

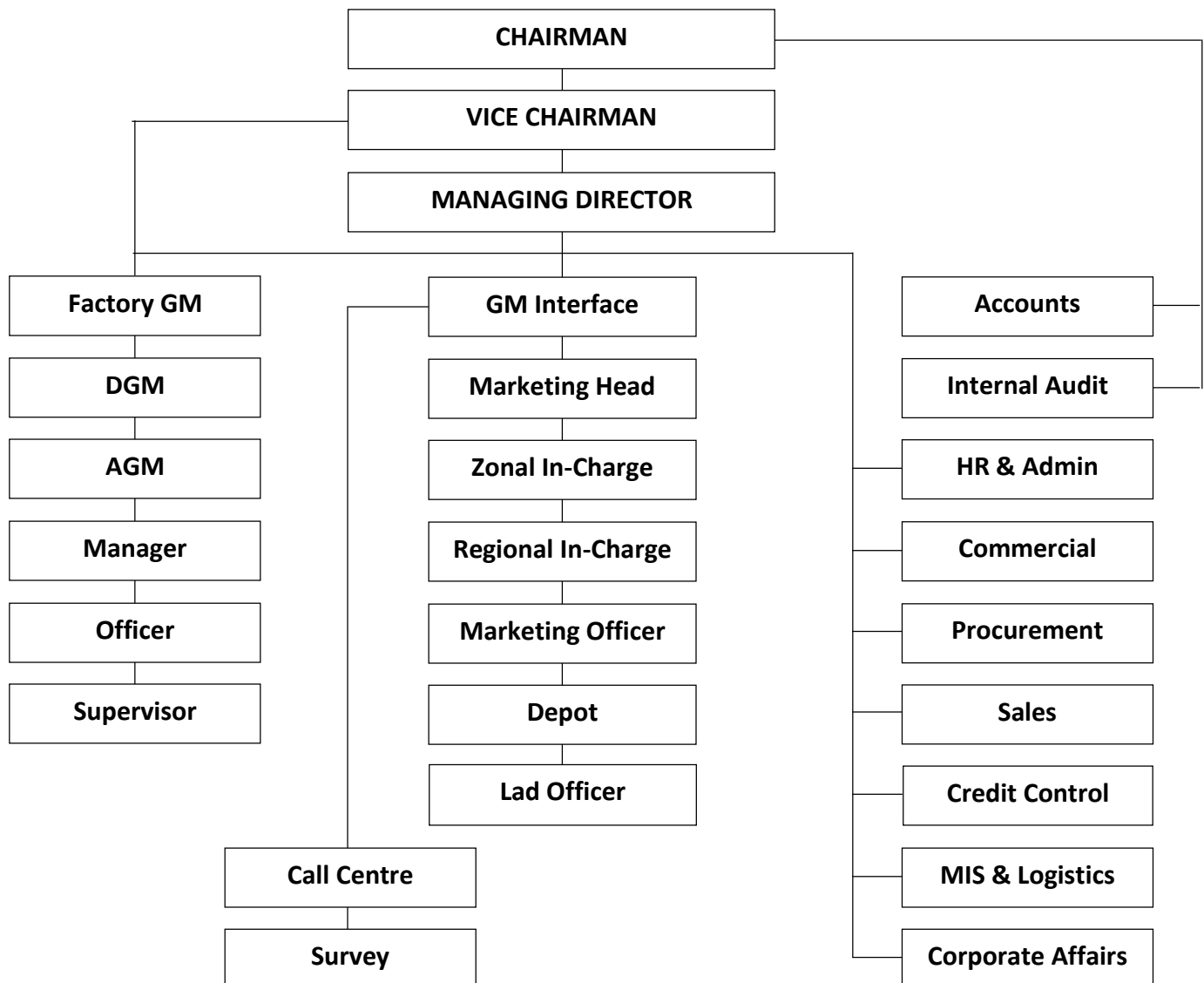
**2.8 (N) UKBET (UK-Bangladesh Education Trust)** is a UK registered charity and a registered international NGO in Bangladesh. It has been working in English language training, teaching and learning development since 1993. So far, to support capacity building in Bangladesh, QFL has donated funds to UKBET for smooth running of their operations and we remain a valued partner in their future endeavors.

**2.8 (O) Relief Programs,** QFL has arranged various relief programs to provide support to the poor affected by natural disasters. Two of its most significant relief programs of 2017 were in Rangpur, Dinajpur, Kurigram, Sylhet & Sunamgonj. QFL provided support to the vulnerable groups in the form of food and other necessities.

## 2.9. Board of Directors

SL	NAME OF DIRECTORS	POSITION
1	M. Kaiser Rahman	Chairman
2	Shahryar Hussain	Vice Chairman
3	Ihtesham B. Shahjahan	Managing Director
4	Yahya Khan	Director
5	Sha Mohammad Feroj	Director

## 2.10. Organogram of Quality Feeds Limited



## 2.11. Contact Address

### 2.11 (A) Head Office:

House 14, Road 7, Sector 4, Uttara, Dhaka-1230, Bangladesh

Tel: +88-02-58956024 (Hunting)

Mobile: +88-01713377700 (Call Center)

Fax: +88-02-58956025

E-Mail: [info@qfl.com.bd](mailto:info@qfl.com.bd)

Web: [www.qfl.com.bd](http://www.qfl.com.bd)

**2.11 (B) Gazipur Factory:** Shirirchala, Bagherbazar, Gazipur.

**2.11 (C) Shajahanpur Factory:** Jamunna, Shahjahanpur, Bogura

**2.11 (D) Nondigram Factory:** Katum, Kundarhat, Nondigram, Bogura

## **Chapter 3**

### **Human Resource Management Practices in Quality Feeds Limited**

- 3.1 Human resource management
- 3.2 Human resource management process of QFL
  - 3.2. (A) Human resource planning of QFL
  - 3.2. (B) Recruitment and selection process of QFL
  - 3.2. (C) Evaluate the training and development strategy of QFL
  - 3.2 (D) Analyze the performance appraisal of QFL
  - 3.2 (E) Compensation management method of QFL

### **3.1. Human Resource Management**

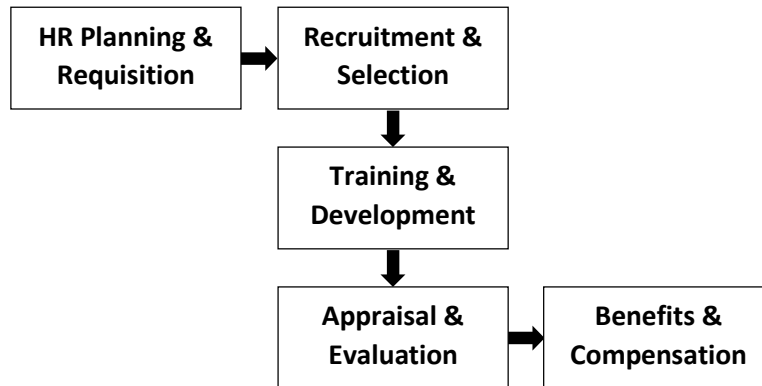
Human Resource Management (HRM) is the term used to portray formal frameworks formulated for the administration of individuals inside an organization. The obligations of a human asset administrator fall into three noteworthy territories: staffing, worker remuneration and advantages, and characterizing/structuring work. Basically, the motivation behind HRM is to amplify the profitability of an organization by streamlining the adequacy of its workers. This command is probably not going to change in any principal path, in spite of the regularly expanding pace of progress in the business world. As Edward L. Gubman saw in the *Journal of Business Strategy*, "the fundamental mission of HR will dependably be to procure, create, and hold ability; adjust the workforce to the business; and be a magnificent supporter of the business. Those three difficulties will never show signs of change."

Until fairly recently, an organization's HR office was regularly committed to bring down rungs of the corporate chain of importance, in spite of the way that its command is to recharge and support what is frequently referred to—authentically—as an organization's most prominent asset, its work compel. Be that as it may, as of late acknowledgment of the significance of HR administration to an organization's general wellbeing has developed significantly. This acknowledgment of the significance of HRM reaches out to private ventures, for while they don't by and large have indistinguishable volume of HR necessities from do bigger organizations, they too confront staff administration issues that can decisively affect business wellbeing. As Irving Burstiner remarked in *The Small Business Handbook*, "Employing the opportune individuals—and preparing them well—can regularly mean the contrast between scratching out the barest of jobs and unfaltering business development, staff issues don't separate among little and huge business. You discover them in all organizations, paying little respect to estimate."

### **3.2. Human Resource Management Process of QFL**

Human Resource Management Process consists of 08 activities necessary for staffing the organization and sustaining high employee performance. The process is described below:





### 3.2. (A) Human Resource Planning of QFL

Planning is the center zone of the considerable number of elements of management. It is the establishment whereupon the other three regions ought to be manufactured. Planning expects administration to assess where human asset of the organization is right now, and where it might want to be later on. From that point a suitable strategy to accomplish the organization's objectives and goals is resolved and actualized.

Each organization has work Planning. Quality Feeds Limited has likewise its business Planning. They as a rule estimate their work force needs dependent on their main goal, key objectives & objectives and mechanical and different changes bringing about expanded efficiency. In spite of the fact that there are a few techniques to foresee work force needs, however they utilize administrative judgment since it gives the more genuine situation for staff needs. They believe that alternate techniques can't give the precise circumstance of the work force needs. These are essentially graphical strategies, which can't gauge the real faculty needs. In any case, administrative judgment technique relies on the adjustment in efficiency, advertise molded.

### 3.2. (B) Recruitment and Selection Process of QFL

Recruitment is the way toward distinguishing that the organization needs to utilize somebody up to the time when application shapes for the post have landed at the organization. Selection at that point comprises of the procedures associated with browsing candidates an appropriate possibility to fill a post. Preparing comprises of a scope of procedures engaged with ensuring that activity

holders have the correct aptitudes, information and states of mind required to assist the organization with achieving its destinations. Selecting people to fill specific posts inside a business should be possible either inside by enrollment inside the firm, or remotely by enlisting individuals from outside.

Quality Feeds Limited chiefly enrolls and chooses the correct competitor of Bangladeshi country. There is no separation about sex, country and race in Recruitment and choice process. Fundamentally, Quality Feeds Limited pursues a few strategies and guidelines for Recruitment and Selection process. There are three kinds of Recruitment and Selection paradigms:

- (a) Classification about enrollment and choice.
- (b) Qualification of the activity or occupation.
- (c) Recruitment and Selection process.

**(A) Classification about Recruitment and Selection:**

Quality Feeds Limited for the most part groups its Recruitment and Selection work on concurring Bangladesh work law 2006. It pursues the principles and direction which distributed by government paper. Concurring the newspaper human asset division enroll and chose the craving applicant by the accompanying of review specific and its activity position structure.

**(B) Qualification of the job or occupation:**

For the capability of employment in enrollment and choice Quality Feeds Limited think about the accompanying issue:

- (1) Educational foundation
- (2) Age
- (3) Physical quality
- (4) Work information and capacity
- (5) Previous work experience

In Quality Feeds Limited there is no representative or specialist enlisted and chosen who is under 18 years, since it considers them as kid work. It is completely restricted by our Labor Act. In this way, Recruitment and Selection board confirms the period of worker by checking birth declaration, school endorsement and so

on. At some point restorative officer checks the age and give the declaration amid enrollment and Selection process.

**(C) Recruitment and Selection process:**

Quality Feeds Limited is a completely consistence processing plant. In this way, it must pursue the guidelines control and the diverse strategy of the organization. It enrolls the worker as indicated by work law review specific and pay structure. In the enrollment procedure it pursues the all set of principles which is connected with Educational foundation age, physical quality, work information and capacity, past work encounter and so forth.

For the consummation of Recruitment and choice process Quality Feeds Limited set up a powerful enrollment and Selection board of trustees. This board of trustees framed with various kinds of departmental expertise faculty to finishing the Recruitment and choice practice appropriately. The advisory group individuals shaped by:

POSITION OF THE COMMITTEE	OFFICIAL POSITION	DEPARTMENT
President	Managing Director	Quality Feeds Limited
Member	General Manager	HR & Admin
Member	General Manager	Internal Audit
Member	General Manager	Finance & Accounts
Member	General Manager	Department Head

Those committee members have all right under Managing Director for taking any kind of action and implementation of recruitment and selection measure. The committee performs all kind of work for recruitment and selection. Their duties and responsibilities are:

- (1) Provide recruitment information:** Such as job advertisement, notice, making job description and specification for job offer.
- (2) Collect manpower requisition:** Committee collects the man power requisition from different department on the selective structure formed. The manpower requisition provides from departmental head to the Human recourse department. The format is:

<b>Quality Feeds Limited</b> <b>Manpower Requirement Form</b>		
Position Name	:	
Number of Vacancy	:	
Department Name/Unit	:	
Reason for the Vacancy	: Resignation / Termination / New Position	
If Replacement then Replacement of Whom?	:	
If New Position, Reason for its creation	:	
Educational Qualification	:	
Area of Expertise	:	
Other Skills	:	
Salary Range	:	
Year of Experience	:	
To be filled within the date	:	
Request By- Department Head	Authorized By- HR Head	Approved By- Managing Director

**(3) Collection of application from:** Quality Feeds Limited has specific application from which need to collect from Human resource department in free of cost. Where candidate need to provide all kind of personal, educational and work experience related information. Selected candidate is called for recruitment and selection process.

**(4) Physical examination:** At first candidate medical test need to analyze which conducted by the medical officer and his assistant for primary selection of an employee.

**(5) Practical examination:** Practical examination is for identifying the candidate's work ability, skill and knowledge in required job. According to practical examination candidate's grade may select for job position.

- (6) Final Interview:** In this stage recruitment and selection committee takes the final interview to know the candidate personal information previous work experience, ID card, check service book of worker etc. in this time recruitment and selection committee also negotiate employee wages and salary according to his/her demand.
- (7) Background check:** To identify the criminal activities of employee in past time Permanent and present address verifies the company. Sometime recruitment committee takes help from police for employee background check. For background Check Company have internal format to verify the employee background check.
- (8) Final Appointment:** After final selection Human Resource Department provide the appointment letter with selecting his /her salary, job location, department and joining date.

### **3.2. (C) Evaluate the Training and Development Strategy of QFL**

Quality Feeds Limited's HR Department is vigorously dealing with the nonstop preparing; improvement and prosperity of its individuals. Both in-house and outside organization preparing of representatives are attending and progressing process. For persistent observing and improvement, a profoundly logical participatory Performance Management System is being used for surveying worker require and assessing them once in each quarter of the year. Alongside customary projects for HR Development Quality Feeds Limited has number of Employee Relations Programs.

#### **3.2. (C-1) Training:**

Great preparing reduces disappointment and fatigue among director and laborer. It adds to enhanced human relations and raises confidence. The enhancement in aptitudes builds profitability and diminishes turnover. Through preparing, organization help make representatives more faithful to the organization. Along these lines, except if the item or administration is the just a single of its sort, we are searching for an edge, favorable position something uncommon from the significant rivalry. Also, preparing is one of the most grounded instruments through which a strength can be made.

Preparing likewise enables aspiring workers to move forward in their very own vocations. Then again, better item expands consumer loyalty; prompt rehashed business and vast deals. When we build up workers' potential these things are tremendously related. Preparing is an initiative action, which gets ready people for their own future chances.

To offer preparing to the workers, QFL first discovers the preparation needs. It comprises of two procedures:

- (a) Identify the sector/ criteria in which training is needed.
- (b) Identify the employees who really need these training.

### **3.2 (C-2) Training technique for QFL:**

The preparation program in QFL is done in yearly premise and in the wake of contracting new representatives. To direct the preparation program they made a rundown of capacities, for example, when it will be held, who will lead the program, what number of teachers will be there, will they be contracted from outside or inside the organization, what number of workers will sit for every opening, what will be the length of the preparation program, should the representatives be send in to another country for the preparation or they ought to get the residential preparing, preparing spending plan, accessibility of preparing helps, utilization of those guides, et cetera. Their preparation program is planned chiefly in two kinds:

**(a) Functional Training:** This is an office shrewd preparing program. That implies representatives from every division like HR office, Marketing office, R&D, Audit office are given preparing on particular needs as per their departmental activity after the need distinguishing proof.

**(b) Behavioral Training:** These are delicate aptitude preparing, for example, relational abilities, behaviors, social standards, outrage administration, et cetera. This type of training is for every employee of QFL not like department wise. Again, these two types of training are given in two ways:

- (i) One is on-the– work preparing technique and
- (ii) Off-the activity preparing techniques

**(i) On-The-Job Training Method:** On-the-work preparing technique alludes that representative gets the preparation under a similar situation where he needs to work.

Coaching: This sort technique regularly rehearses by administrator about the learning and expertise of the activity to a subordinate. This kind of strategy Quality Feeds Limited doesn't mastermind yet a portion of the senior worker done this.

Rotation: Quality Feeds Limited pursues this technique by exchange one unit to another unit of worker.

Special meeting of the staff: Normally this kind of meeting orchestrates by chief with his subordinate. Day by day, week by week or month to month work plan criticalness is the motivation of such gathering.

**(ii) Off-The-Job Training Method:** Off-the-work preparing implies a representative can get preparing outside of his work station. It is finished by Quality Feeds Limited so worker can give the full focus on preparing program. Two kinds of "off-the-work preparing technique" are trailed by the Quality Feeds Limited.

Vestibule Method: Under this strategy preparing is given in a room where the genuine working circumstance is made. It's regularly done in the generation division.

Meeting and Seminars: Conference or courses done in the head office, it's just for best dimension officer. In the day of course or gathering workers are come in the go to accomplish the program. In the strategy likewise incorporate playing out the contextual analysis.

### **3.2 (C-3) Monitoring and Evaluation of Training**

Leading post preparing assessment and rolling out suitable improvements as quickly as time permits is a definitive key to progress for worker advancement exercises. Post preparing assessments incorporate studies and polls that let T&D faculty find out about regions for development and the advantages/misfortunes with respect to the preparation. These additionally give data on approaches to re-guarantee exchange of preparing on work, regardless of whether through inborn or outward rewards.

Assessment of preparing causes Quality Feeds Limited to know who needs what preparing later on and where to contribute more. Effective occupation entertainers give a correlation on what they do any other way than unsuccessful

employment entertainers. It likewise enables the organization to think about profitability and benefits when preparing, in their own explanatory and key way.

### 3.2 (D) Analyze the Performance Appraisal of QFL

Execution Appraisal in QFL is done yearly premise contingent upon the execution rating as quantitative information investigation in numeric frame. In any case, it starts with the joining of the workers. That implies in the wake of joining the workers are in the probationer time frame for the initial a half year. Following a half year their exhibitions are assessed. When the representatives are finished with their probation period, they turn into the lasting workers and assessment is done once in a year that implies every year.

Chiefs watch the subordinates and all representatives under him, and toward the year's end their exhibitions are assessed through 5 points rating Scale. Workers get the examination and assessments as per the purposes of the rating scale out of 5.

SCALE	Poor	Below Average	Average	Satisfactory	Outstanding
POINT	1	2	3	4	5

Among the outstanding performers, there are some extra ordinary employees who have got some important achievements in previous periods and successfully contribute in setting organizational goals. In these cases, they are not only provided with the compensation, after the appraisal they are recommended for next level promotions.

### 3.2 (E) Compensation Management Method of QFL

An organization must be competitive in compensation. Compensation is very important issue for Quality Feeds Limited to their employee. This company always tries to design the best compensation system to align employee or worker performance with organizational objective. This is because money is directly or indirectly related to satisfaction of all human needs.

In QFL, Compensation is set after the yearly performance appraisal and evaluation. These compensations and benefits are set for the different grade of employees such as, Top Level, Mid & Entry level employees and so on.



Employees get increments as compensation after the performance evaluation by the Likert Scale. For example, an employee rated “average” will get 1 increment, the one who have rated as “Satisfactory” and “outstanding” will be getting 2 and 3 increments respectively.

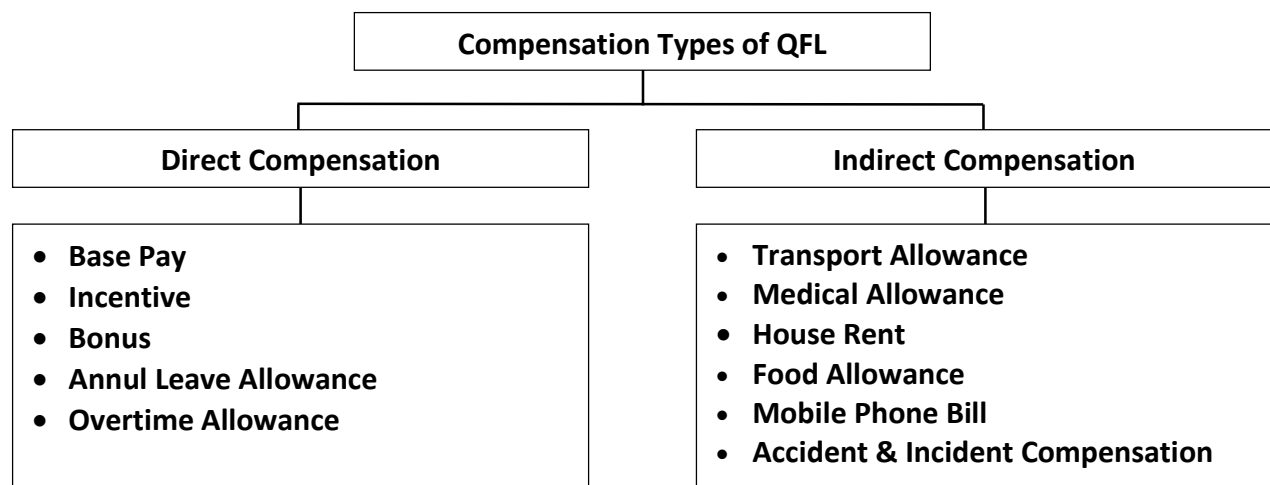
Quality Feeds Limited consequently looks for the better compensation system according to Bangladesh labor Act, 2006 as per gazette of wages plan. Human resource department always try to redesign the existing compensation with **Grade Particulars of Wages** as per gazette- 2013. Generally, Quality Feeds Limited pays compensation to an employee includes the following three components:

- (a) Basic compensation for the job (wage/salary)
- (b) Incentive compensation for the employee on job
- (c) Supplementary compensation paid to employees benefit and employee services.

### 3.2 (E-1) Compensation Types of QFL

In Bangladesh many of companies provide different types of compensation and benefits to their employees or workers. Quality Feeds Limited is fully compliance factory has some compensation policy which may determine with two types of compensation procedure to the employee and worker. Those are:

- (1) Direct Compensation
- (2) Indirect Compensation.



## 1. Direct Compensation

**(a) Base pay:** Cash wage paid to the employee because paying a wage is a standard practice, the competitive advantage can come only by paying a higher amount.

HR department design the existing compensation with **grade particulars of wages** as per gazette. The **grade particulars of wages** as per gazette are showing below:

### QUALITY FEEDS LIMITED Salary Structure

Level		Designation	Minimum	Maximum
Officer Level	Level A	DGM to Sr GM	<b>Confidential</b>	<b>Confidential</b>
	Level B	Asst. Manager to Sr AGM		
	Level C	Jr. Officer to Sr. Officer		
Staff Level	Level D	Foreman to Technician		
	Level E	Operator/Welder/Filter		
	Level F	Support Staff		
Worker Level	Level C	Permanent Worker		
		Casual Worker		

**(b) Incentive pay:** Quality Feeds Limited pays incentive when specified performance objectives are met. Incentives may inspire employees to achieve higher performance levels and motivate them to accomplish company goals and target. It generally pays for any special performance in job and work to the employee and worker in certain period of time.

**(c) Bonus:** A gift given occasionally to reward exceptional performance or for special occasions Bonuses can show that an employer appreciates his or her employees; they ensure that good performance is rewarded. There are two types

of bonuses Quality Feeds usually provides to its workers and employees. One is festival bonus and another one is Ex-gratia bonus.

(i) **Festival Bonus:** All regular service staffs and worker can enjoy festival bonus twice in a year. Festival bonus is equivalent to staffs monthly basic salary. During two Eid Festivals (Eid-UI-Fitre & Eid-UI-Adha) these bonuses are disbursed among the worker & employees of the company.

(ii) **Ex-gratia bonus:** This specially gives to worker and employee two to three times in a year. This bonus is equivalent to the half of basic salary.

**(d) Earned Leave/ Annul leave allowance:** This annul leave is earned by worker and employees for their working. Earned leave includes only the leaves of working day. Weekly holiday, occasional holiday or any other holidays are excluded from this leave. Worker who did not enjoy the leaves specified for him in a year, and then he will be eligible for Earned Leave/ Annul leave allowance up to 14 days in a year.

**(e) Overtime Allowance:** Staffs of Quality Feeds Limited gets over time allowance when they are supposed to stay after office hour and have to come to office on holidays. Amount of overtime rate as per hour is determined according to type of employment. Maximum time it happens for huge quantity of production pressure.

## **2. Indirect Compensation**

Flexible working schedules, child care, Pool Car, Retirement programs, Insurance, training programs, use of mobile phone, phone bill etc. may consider for indirect compensation as benefit to employee and worker of Quality Feeds Limited. The indirect compensation benefits of Quality Feeds Limited are discussed below:

**(a) Transport Allowance:** Payment of transport allowance is compulsory to all employees of Quality Feeds Limited. Transport allowance is paid on the basis of the grade of worker and employee.

**(b) Medical Allowance:** In Quality Feeds Limited payment of Medical Allowance is compulsory to all employees. Medical Allowance is allowance is paid on the basis of the grade of worker and employee.

**(c) House rent:** House rent is the 40% of basic wage which may increase by increment of basic salary of employee and worker in Quality Feeds Limited.

**(d) Food allowance:** The Food Allowance is 750/- which is provided weekly basis to the worker and employee.

**(f) Mobile phone bill:** In Quality Feeds Limited GM to Jr. Officer gets mobile phone in every two years. All employees get mobile phone bill ranges from 3000-500.

**(g) Accident and incident compensation:** Quality Feeds Limited recently takes a policy to compensate accident and incident compensation to the worker. It will be provided to all provision and permanent worker for any kind of factory accident and incident during the work period which must be implementing with Bangladesh labor act 2006. Also, it has under taken a policy for compulsory health insurance for all worker and employee.

# **Chapter 4**

## **Findings-Recommendation & Conclusion**

- 4.1 Find some recommendations on the basis of problem
- 4.2 Conclusion
- 4.3 Bibliography

## 4.1. Find Some Recommendations on The Basis of Problem

### Findings 01

#### **No activity investigation direct:**

Occupation investigation gives data to organizations which figures out which workers are best fit for particular employments. In the human asset routine with regards to Quality Feeds Limited there is absence of employment examination.

### Recommendation 01

#### **Need to lead work investigation:**

A decent and fair methodology is a need while completing the procedure of occupation examination. To get genuine and bona fide information, a vocation investigator must be fair-minded in his methodology. Human asset supervisor should be more genuine in this issue.

### Findings 02

#### **Nepotism/partiality enrollment and choice process:**

It isn't bizarre for numerous individuals from a family to work for a similar boss. Notwithstanding, such circumstances can be troublesome if the relatives are in a predominant subordinate relationship on the grounds that the relationship may offer ascent to bias or to doubts of it, the subordinate not buckling down and damage the unrivaled relatives. Likewise, the predominant can't control the subordinate exercises.

### Recommendation 02

#### **Nepotism ought to be stayed away from:**

Administrative job of HR requires helpful feedback on execution evaluations. HR administrator ought to perceive and scold workers when they merit it paying little heed to individual relationship.

### Findings 03

#### **No feedback of training and development:**

Human asset office gives different sorts of preparing however they don't orchestrate any refreshment preparing to get input from representatives and laborers.

### **Recommendation 03**

#### **Get feedback of training and development:**

It needs to mastermind refreshment trainings in regards to processing plant and showcasing related distinctive techniques and systems with the goal that those trainings turned out to be more compelling in the hierarchical improvement.

### **Findings 04**

#### **Performance appraisal surveyor:**

The execution examination is just assessed by leader of the division or senior administrator in yearly premise.

### **Recommendation 04**

#### **Be fair in performance Evaluation:**

It ought to be prompt chief in light of the fact that quick manager has close connection with his sub-ordinate and specialists. Additionally, representatives require input and objective Planning considerably more regularly than every year.

### **Findings 05**

#### **Administrative work by done the HR department:**

HR division needs to work with expansive number of workforce Planning, authority advancement and official training, selecting the ideal individual, enhance working connections. However, these errands are being executed inadequately, when they connected on authoritative obligations. I discovered that it really decreases HR's capacity to work viably and effectively.

### **Recommendation 05**

#### **Reducing administrative work by dividing the HR:**

In Quality Feeds Limited Human Resource Department must be individual and separate from administrator for better execution.

### **Findings 06**

#### **No Implement of Human resource information system:**

Human resource information system is essentially a crossing point of HR and data innovation through HR programming. This permits HR exercises and procedures to happen electronically. Quality Feeds Limited keeps up its worker profile in MS Excel so it can't satisfy the best possible necessity in the compensation move framework, participation and other human asset strategies.

### **Recommendation 06**

#### **Implementing HR software system:**

Different kinds of HRIS programming frameworks should be created in human asset practice for anchored and smooth working.

### **Findings 07**

#### **Safety Problems:**

Representatives and specialists have absence of mindfulness and appropriate preparing in regards to wellbeing and security in work environment.

### **Recommendation 07**

#### **Provide Information regarding safety and security:**

Providing data and direction to businesses with the goal that they comprehend their wellbeing and security commitments and the means they have to take to satisfy them. Offer wellbeing and security administration preparing to the representatives intermittently.



## 4.2. Conclusion

The point of the investigation was to watch distinctive condition human asset practice identified with workers of the association. The key variables of the condition were investigation of all human asset work which related with arranging, enrollment and determination, preparing and advancement, pay and execution evaluation. This examination additionally I center around Organization advancement, pay, workplace, dealings with associates, supervisor, administration, hierarchical culture, authoritative nature and some shrouded issues or issues identified with representatives and administration of the association.

The investigation reveals that representatives need aggressive pay, advantage, preparing and distinctive HR work on including wonderful workplace, great human asset administration with best administration's help and connection, extent of showing own perspectives, agreeable partners, future wellbeing, organization in right way, customary legitimacy based advancement, increase and rewards, development of organization, expanding of altruism of the organization, administration's help and administrations, administration's qualities for the workers and administration's partaking in close to home or social events. Then again, administration needs great person as representatives who need to learn dependably. Administration needs representatives to be proficient, neighborly, faithful, steadfast, honest, committed to work, legitimate, earnest and fulfilled. The examination says at last that, representatives are disappointed with low compensation and need to switch over for terrible workplace and happy with high pay with better workplace. In any case, representatives of this association as yet getting normal compensation yet particularly glad and exceedingly fulfilled because of just having better workplace. This is the primary concern of the whole examination work.

### 4.3. Bibliography

**Web-sites:**

- (a) [www.qfl.com.bd](http://www.qfl.com.bd)
- (b) [www.studymode.com/management](http://www.studymode.com/management)
- (c) [www.ukessays.com/essays/hr](http://www.ukessays.com/essays/hr)

**Article/Books:**

- (a) HR Policies & Procedures
- (b) Memorandum & articles of Association of Quality Feeds Limited.
- (c) Quality Feeds Limited Annual Salary Sheet.
- (d) HR Database of Quality Feeds Limited.
- (e) QFL Factory Manual.
- (f) Quality Barta.