



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

**Internship Report**  
**On**  
**An Analysis of Training and Development Practices of**  
**Well Group**

**Prepared for**

**Mr. Sheikh Abdur Rahim**  
**Associate Professor**  
**Department of Business Administration**  
**Faculty of Business and Entrepreneurship**  
**Daffodil International University**

**Prepared by**

**Nazmun Nahar**  
**ID: 072-11-1865**  
**Program: BBA, Major: HRM**  
**Department of Business Administration**  
**Daffodil International University**

**Date of Submission: May 26, 2019**

## Letter of Transmittal

Date: May 26, 2019

To,

Mr. Sheikh Abdur Rahim

Associate Professor

Department of Business Administration

Faculty of Business and Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report on "An Analysis of Training and Development Practices of Well Group".

Dear Sir,

I am very delighted to submit my internship report on this subject as I did my best of sincerity and effort while preparing the report in covering all aspects of the topics as per your instruction and recommendation.

I tried at its very best to experience the practical knowledge and showcase my finding in this report. I hope to receive your hearty consideration, if there is any deviation in my report.

I want to thank you for your friendly coordination to prepare my internship report successfully.

.....  
(Nazmun Nahar)

ID: 072-11-1865

Program: BBA, Major: HRM

Department of Business Administration

Daffodil International University

## **Declaration**

I do hereby declare that the internship report on “An Analysis of Training and Development Practices of Well Group” prepared by me after completing of 3(three) months of internship at Well Group.

I do also declare that this internship report is the outcome of my sole work and prepared for academic purpose which is a part of BBA degree and that has not been used in to obtain any degree, diploma or certificate from other university or institution.

.....  
(Nazmun Nahar)

ID: 072-11-1865

Program: BBA, Major HRM

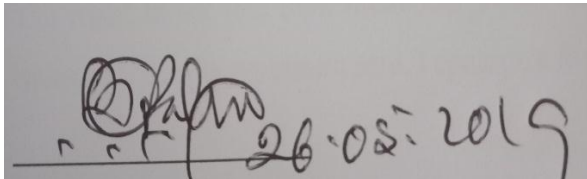
Department of Business Administration

Daffodil International University

## Letter of Acceptance

This is certify that Nazmun Nahar a student of BBA Program, ID: 072-11-1865, has successfully prepared her internship report on “An Analysis of Training and Development Practices of Well Group” under my supervision. The data and findings presented in this internship report seem to be authentic. Therefore, this report has been accepted for the presentation in the internship defense.

I wish her happiness, good health, and every success in life.

A photograph of a handwritten signature in black ink on a light-colored surface. The signature is cursive and appears to read 'Sheikh Abdur Rahim'. To the right of the signature, the date '26.02.2019' is written in a similar cursive style.

---

(Mr. Sheikh Abdur Rahim  
Associate Professor  
Department of Business Administration  
Faculty of Business & Entrepreneur  
Daffodil International University

## **Acknowledgement**

The positive completion of this project work is the outcome of the contribution of number of people, especially those who have given the times and effort to share their thought and suggestions to progress the report. At the bearing, I would like to pay my humble gratitude to the Almighty for giving me the ability to work hard under pressure. However, the space does not permit us to mention everyone individually. It gives me enormous pleasure to thank the large number of individuals for indirectly support in preparing this project.

This is a great opportunity for me to be assigned under the guidance of Mr. Sheikh Abdur Raham, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University. I am very grateful to my teacher for all his kind cooperation and guidance in preparing this internship report. Then, I would like to express my gratitude to some of the officers of Well Group, who helped me providing necessary information about preparing this project.

This report in not free from limitation. There might still be some minor mistake such as typing error despite my utmost care. I apologize for this.

## **Executive Summery**

Well Group is one of the biggest successful Company in Bangladesh. In Bangladesh it has decent market reputation and market place. As being totally new to corporate sector, this research report has enhanced my knowledge about HRM. Nevertheless, they were all useful for my career. Any business world is very much competitive and the success in the competition depends largely on the performance of the people attached to it. Manufacturing company is a great sector incorporate business. The Industry is a manufacturing oriented industry which produces different products to its customers in various ways with the help of its human resources. Thus efficient and well trained human resources can have a huge impact on the outcome of the industry. So a company must be keen to identify the human resources as in employees and train & develop them to shape up the operation properly.

This report mainly deals with the existing analysis of Training and Development of Well Group. Based on my hands-on knowledge and practice I have made this report. I have surveyed questionnaire among 10 employees of Well Group Headquarter Located in Mohakhali DOHS, Dhaka. I have prepared my report based on the information regarding the particular topic. I have tried several sources like internet, questionnaire, field data etc.

Training and Development is one of the most substantial areas that every company emphasizes on to develop their manpower to serve their customer best and to last in the market. So is Well Group. The HR of Well Group maintains a structured and organized training structure to train their employees by better trainers. The ultimate objective of the training is nothing but ensuring the overall development of the employees and achieving competitive advantage through skilled employees.

## Table of Content

SL	Topics	Page No.
	Letter of Transmittal	i
	Declaration	ii
	Letter of Acceptance	iii
	Acknowledgement	iv
	Executive Summary	v
	Table of Contents	vi - vii
	<b>Chapter 1: Introduction</b>	1-3
1.1	Background of the Study	1
1.2	Statement of the Problem	1
1.3	Objectives of the Study	2
1.4	Methodology of the Study	2-3
1.5	Limitations of the Study	3
	<b>Chapter 2: Company Profile</b>	4-18
2.1	About Well Group	4
2.2	History	4
2.3	Policy	4
2.4	Vision	5
2.5	Wings of Well Group	5-7
2.6	CSR	7
2.7	Quality Policy of Well Group	8-10
2.8	Operational Network	10-11
2.9	Human Resource Planning	11-15
2.10	Organizational Structure of Well Group	15
2.11	Training that are offered from Well Group to its Employees	16
2.12	Methods of Employee Training that Well Group Follows	16-18

	<b>Chapter 3: Analysis</b>	19-26
3.1	Introduction	19
3.2	Types of Training	20
3.3	The Training Cycle	20-21
3.4	Training and Development Process	21-23
3.5	Training Need Assessment	24
3.6	The Training Need Assessment Process	25
3.7	Inputs of Training and Development	26
	<b>Chapter 4: Findings, Recommendations and Conclusion</b>	27-29
4.1	Findings of the Study	27
4.2	Recommendations	27
4.3	Conclusion	28
	References	29



## **Chapter 1**

### **Introduction**

#### **1.1 Background of the Study**

A proper training states to a strategic effort by a company to facilities staff learning of jobs connected capabilities. These capabilities exemplify information, ability or behaviors that area unit essential for flourishing job performance.

Successful companies treat their staffs not as vital assets however as essential partners. Folk's area unit a lot of vital in today's business environment for several reasons. Technology needs larger information, expertise and ability. The Smaller organization needs staff to try to a lot of over a wider range of ability areas than ever before. Smart staff area unit troublesome to seek out and even tougher to retain. The topical saying that “employee's area sector is our energetic assets”. Currently, a day's is wrong. A however right employee within the right places A plus, it is true. It's achievable solely through providing want primarily based on training and development.

#### **1.2 Statement of the Problem**

From the training, the employee progresses the efficiency that allows them operating in several areas in numerous jobs. The training programs organized by Well Group are tending to spread worker performance, so the employee will serve the structure well and serve the shoppers with complain.

The training facilitates the employees to grow their career growth. And conjointly rise satisfaction among the employees. Employees become up to now with the latest corporate information and follow and therefore the company will move in a competitive market by their skilled and well-trained personnel.

### 1.3 Objective of the Study

#### General Objective

The general objective of the study is to evaluate the training and development practice of Well Group. To reach their goal the company gives their employee training & development process. To be in the top position, here the company takes several of the steps. This is significant over the organization.

#### Specific Objectives

1. To identify the training and development procedure of Well Group
2. To discover the different mechanism of training and development used by the Well Group to provide training to the employees
3. To find out the problems of training and development practices of Well Group
4. To suggest some measures to overcome the problems of training and development practices of Well Group

### 1.4 Methodology of the Study

This report is consisting of Well Group training method that helps to increase employee's efficiencies. Every report must be based on some data. This data collecting by two ways. One is primary data another is secondary data. So at the same way I make the report. I also follow this method. This assignment based on both primary and secondary data. Moreover we make some questioner then the employee tick mark the answer. And some we collect by direct interview to some top level employee. For collecting data I take help from several books.

The primary and secondary resources are:

	<b>Primary</b>	<b>Secondary</b>
<b>Data</b>	Discuss, Face to face, Questionnaire, Etc.	Newspaper, Brochure, Internet, Etc.

The primary sources of data including the following:

- Direct communication with the company's officers and staff
- Study of different files of different sections of the company
- Official records and observing practical work
- Face to face conversation

The secondary sources of data include the followings:

- Official website of the company and online records
- Different website of the company and online record
- Different books, documents, guides associated to the subject
- Different website, publications and newspaper
- Other internship report

Data Analysis Technique: For study and analyzing the data and information I have used Microsoft Office Packages.

### **1.5 Limitations of the Study**

It is obvious that each study has some limitations. The study I even have created is of nice importance and needed vast work. Those limiting factors that beat my swish operating in and eventually in making ready this report square measure as followings:

- Time shortage was one among the issues; office employee is always busy so it is difficult to collect information from the employee
- There is limited information available in the internet so to make a report many obstacle come in front of me
- Lack of adequate support due to high workload
- The complications that arise for the person of the merged companies to get accustomed with the new fellow workers, the new strategies and the new procedures
- Lack of practical knowledge here many problem come problem come to prepare this report

## **Chapter 2**

### **Company Profile**

#### **2.1 About Well Group**

Out of 15 concerns, Well Group is a fifteen thousand employee's family. Quality, price, and service work are highly valued together here. The purpose is to manufacture great quality products at modest prices and to deliver customer services incomparable in the industry.

#### **2.2 History**

In 1971, Bangladesh Republic was started to build itself from the pounded devastation of the Liberation War. Nevertheless, its great economic hitches, Bangladesh began to flourish in many segments, one of them was the textile segment. Mr. Abdus Salam and late Prof Nurul Bari Chowdhury established the Bangladesh Textile Industries (BTI) in a narrow workshop in Chittagong by understanding the increasing demand for stitching yarn.

Within only two decades, Mr. Abdus Salam has accomplished to esteem the company at a stable stage. In 1973, just after 20 years of the establishment, the relocation of BTI took place in the BSCIC Industrial Estate, Kalurghat, and Chittagong and named as "Well Group". The foundation was built for the contemporary and combined manufacture abilities for industrial stitching and embroidery yarn, dyed yarn and readymade garments, all segments are under one roof, by hosting 8MW in-house power producing capability, ensuring an continuous manufacture process.

Now a days, Well Group produces employments for over 18,000 staffs in this combined manufacture divisions, functioning in an enclosed capacity straddling over 10,00,000 square feet. The company is not merely committed in its determinations in this textile segment but also extent the company's divisions into the hotel, real estate and foodstuff segments in current days. Well Group also has near about 14 manufacture facilities with a combined yearly revenue of US \$100 million containing a 3 star hotel and food court, among others.

#### **2.3 Policy**

Well group always passionate about the combination of service, price and quality. The determination of Well group is to produce high excellence products at equitable prices by delivering to supreme customer services in the entire industry.

## **2.4 Vision**

The ambitions of Well Group is to have a extensive market grid, involving with advanced and emerging markets, adding supported standards to run their business through quality, adjust to the uprising in the industry, stay in leap with variation and crafting new values. The company goals to subsidize largely to the society and to advance as a prominent industrial group.

## **2.5 Wings of Well Group**

### **Spinning**

Since the increasing requirement of spun polyester yarn in native and overseas markets, particularly for manufacturing stitching thread, the company advanced in 2010 in the spinning sector as Wellmart Ltd. (Textile Unit), with around 36,000 shafts of spinning components and now it's capable of producing about 600 MT od spun polyester yarn of varied counts, from 20s-50s (per month). The spinning unit is well-equipped with Japanese origin Murata Auto Coner, Toyota, Switzerland origin Reiter spinning technologies and sketched edging finisher to guarantee the top quality yarn production.

### **Yarn Dyeing**

In yarn dyeing division, the one of the top yarn dyeing entities in Bangladesh is Sanzi Textile Ltd. SANZI Textile Mills Ltd. has dyeing capacity of 800MT polyester and cotton yarn per month and as well as well equipped with SOFT CONE WINDERS delivered by PS METLER, High Temperature and Pressure Package Dyeing Machines having 1 Kg-2000Kgs batch dyeing competency, provided by RF DRYER provided by STRAYFIELD, HOT AIR PRESSED DRYER provided by Galvanin and FONG'S.

### **Industrial Sewing & Embroidery Threads**

Industrialized sewing & embroidery thread “Well Thread”, is their leading creation, contrived by Sanzi Textile Mills Ltd. maintained by their dyeing, spinning and twisting units, the “Well Thread” is one of the key selling trademarks in the Ready Made Garments sector. More than 30 million funnels of industrialized sewing thread and over 5 million funnels of sewing thread per year are produced by Sanzi Textile Mills Ltd. Other than the native Ready Made Garments sector, Well Thread is available in Turkey, Africa, Dubai and Sri Lanka.

### **Garment Accessories**

The vibrant advancement of business requirements an obligation to uprising, proper distribution & elasticity in order to encounter the various and moving requirements of clients in the RMG segment. WELL GROUP has sponsored in its new division in 2006 to manufacture Garment - Trim items i.e. Elastics, Drawstrings, Twill Tape, high quality printed Gum Tape, Printed Hangers and Poly Bags in the name of WELL ACCESSORIES LTD.

### **Weaving**

With 70 sets of PICANOL, VAMATEX, ITIMA, High Speed RAPIER & Air jet LOOM, Well Group can produce about 350,000 meters of different types of dyed fabrics like yarn dyed Shirting, Twill, Canvas, Poplin and haring Boom per month under the banner of Well Fabrics.

### **Foods**

In Chittagong, WELL GROUP drives the leading food chain under the banner of Well Food. The mission is to deliver international excellence food in a welcoming atmosphere. Engaging the consumers in a heartfelt atmosphere by well-organized facility is the significant achievement of Well Food. Representing the Baskin Robbins, home to delightful ice -cream treats and the worldwide market leader. In accumulation to the fabulous mix of flavors, Baskin Robbins features an enjoyable collection of iced up drinks. Sugar Bun is one of the top and most advanced Fast Facility Restaurants in the world. Not restraining themselves to Burgers and fried chickens, Sugar Bun has stimulated forward to offer mouth-watering Patisseries, Café Bar Beverages, Asian Cuisines, and Western Cuisines with a great diversity of flavors. Following the success story, we have officially launched the brand "MORNING FRESH" in the year 2013. With the combined strength of quality and reasonable price, MORNING FRESH is proudly dominating in the market with a total 70 product lines.

### **Readymade Garment**

The RMG Unit of WELL GROUP is one of the main exporters in the RMG Sector of Bangladesh. WELL GROUP manufactures 21 million pieces of RMG per year under 5 separate production units.

## **Hotel and Restaurant**

Considering the growing demand for accommodations in the port city of Chittagong, WELL GROUP has invested in its hotel venture and its first 3 star boutique hotel and suites under the name of Well Park Residence, The set-up started its operations in 2011, in the heart of Chittagong) in an area known as the GEC Corner. With over 116 rooms and suites, along with a gymnasium, meeting room, business center and a rooftop restaurant,

Well Park Residence is an allure for tourists and business travelers alike.

## **Real-Estate**

The necessity for housing and infrastructure enlargement in the country persuaded the the Well real estate division formation. The operation of the section is, to raise demographically specific housing schemes. From the inception, they have been providing extraordinary quality civil engineering, housing projects and consulting facilities to the government including the private sector.

## **2.6 CSR**

Well Group is committed to bring entire Social progress following that, it has established a welfare organization named Mabilia Rashid Foundation, that intentions to encourage agronomic activities, better health care and education in the society. To eliminate poverty from the country this is an effort has taken by Well Group.

The foundation specifies free irrigation support to the underprivileged local farmers by providing educational funds such as registration, exam fees, tuition fees and books for advanced education to the children of underprivileged families. Their inventiveness is to deliver primary school books which has stopped just after the government started providing that. During the month of Ramadan, the foundation also delivers Iftar to the underprivileged. 15,000 people were distributed Iftar meals by the foundation in the year 2012. The foundation has taken initiatives for more sustainable environment to plant trees by distributing over 15,000 plants since 2009, without any cost. The foundation creates work opportunities to 300 poor farmers to nurture 300 acres of land per year.

## **2.7 Quality Policy of Well Group**

The quality method is based on constant development of enactment which is from well measured obtaining step to the exact distributions of highest quality production. The matter is not only about the manufacturing of quality products but also the total quality of business that modifies the needs to accomplishment. That's the reason to increase customer gratification through consistency by always pushing full prominence on quality. Their focal concern is a combination of the quality of the business & happiness of the customers.

Well Group follows 10 golden rules to manage and uphold a reliable quality in business:

- Firmly fulfilling with customers' recommendations and necessities
- Captivating leads of the state-of-the-art machineries
- Accentuating on inhibitions & assessment
- Maintaining the “Total Quality Management” ethics
- The distribution timetables are always accurate.
- Constantly refining safety working environment & levels of products.
- Compelling internal professional quality management team encompassed of Quality Manager, Guarantee and Examiners.
- Driving examination and growth accomplishments into the central of the business
- Always demanding to consider from consumers' viewpoint
- Determination for superiority always.

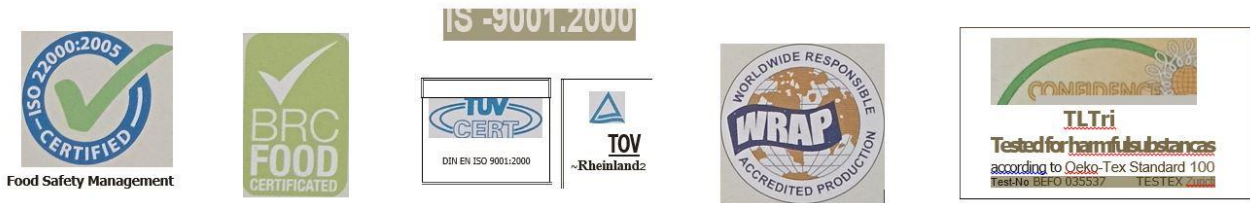
### **Growth**

The current progress ratio of WELL Group is more than 15% and the development in this competitive marketplace is the result of steady mixture of high quality products & services and top supremacy market determinations.

### **Certificates**

Well Group is an ISO 9001:2000 certified company for overall Management, WRAP Certified for compliance and OEKO-TEX Certified for harmful substance, BRC Certified for Food Safety Management, ISO 22000:2005 Certified for Compliant Food Factory





**Achievement**

Well Group has received the “Achievement Award” for TQP (Trims Supplier Qualification Program) in the year of 2015. INTERTEK has thoroughly assessed the company’s facility according to the scope of TQP program and have awarded Sanzi Textile Mills Ltd. for meeting the standard.

**Compliance:**

**Work Time**

The operational time for all employees (except drivers & guards) is 48 hours per week (six days a week including an hour's lunch break). The weekly holiday and other international holidays are as per Bangladesh Government guidelines. Maximum working time is 10 hours, 60 hours maximum per week, and 56 hour average per week in a year. The factory does not require a work week in excess of 60 hours regular schedule. Workers may refuse overtime without any peril of penalty, punishment or dismissal. For each pay period, slips are issued to workers 2 days prior for understanding the wage statement which includes days worked, OT hours and rates per hour, attendance bonus and grand total.

**Leaves**

Casual leave : Full paid 10 days

Festival leave : Full paid 15 days

Annual leave: 16 days (After every 18 days of work, 1 day)

Sick leave: Half paid 14 days

Maternity leave: 8 weeks (56 days) before delivery & 8 weeks (56 days) after delivery at average on daily earning with Full pay.

Emergency leave: Depends on the situation.

## Emergency

The company maintains International Standard of Fire Fighting System. The firefighting system includes with recognized fire defense officer and his team. The equipment which are available in the different location in the factory are given below:

• ABC dry powder	• CO2
• Foam	• Fire Alarm
• Smoke Detector	• Gong Bell
• Lunch Bell	• Hose Pipe
Health Safety	
• First Aid Box	• Authorized Doctor
• Doctor & Paramedic	• Welfare Officer
• Health & Safety Officer	• CT-PAT Officer

WELL GROUP has provided its own residential facility for its employees.

## Compliance issues

Child Labor	: Nil
Fire Safety	: Available
Toilet Facility	: Available
Space/Congest	: Space available

## 2.8 Operational Network

Suitable functioning construction, job spots and definite role are compulsory to guarantee steadiness of the growing business and for healthy balance commercial set-up. Investigative evaluation and authorization by the Managing Director or Director or the Managing Committee, such as suitable, completes the procedure for founding such positions in numerous divisions & job roles under the “Well Group”. This develops the organizational structure, replicating the managerial arrangement.

Well Group monitors their operational network through below measurement:

1. Analysis, reexamination and revision of current manpower assets is directed through articulating yearly financial plan, in relation to the job conditions, job necessities and rewards. Manufacturing and development necessities are also considered.
2. If an opening arises as a consequence of employee departure for whatsoever motives,

except the position is eliminated, are acknowledged by the department or functional Head.

3. Through the existing Oracle Enterprise Resource Planning, Employee Requisition is initiated by the concerned Head of department either creation of a new position or because of vacancy created due to separation. Before commencing any requisition, the concerned department head analytically analyses the Job Depiction (JD) to confirm the followings:

Is the JD is up-to-date?

Whether the duties and responsibilities changed significantly since the description or not?

Does the nature of the job require any modification because of changed atmosphere, business circumstances or different strains?

4. The department head informs the HR Department while confirmation, who will convinced that the description precisely defines the job, it is efficient and settled for the incumbent to take on.

5. The prime role of HR Department that will ensure the all positions - other than those in the Organogram is approved by the Directors or the Management Committee or the Managing Director.

6. Before getting an approval for a complete new position, the head of the concerned department prepares the Job Description in discussion with the head of HR to appraise the position for appropriate classifying and reimbursement determinations.

7. On regular intervals all key positions should be re-evaluated.

## **2.9 Human Resource Planning (HRP)**

Human resource planning plays important role in Well Group like the any other organizations. The HRP is anticipated to match predictable human resource demand with the expected supply. Through strong deliberation of the mix abilities those will be required all the way through the company. The HR forecasting supports to estimate the manpower supplies, deliver the manpower for dissimilar departments of the enterprise. To determine the demand of the requirement manpower Well Group go through the human resources planning process. Though Well Group doesn't follow any formal approaches to regulate their employee demand but as per line managers/supervisor/department heads requirements they select the number. As they do not prefer surplus, Well Group always maintain a deficiency of employees.

## **Employees Shortage Strategies**

Well Group always uphold the quantity of employees lesser than the demand. The perception of the strategy is to uphold a slight deficiency rather than preserve an additional of employees. So that, throughout shortage is stress-free to offer overtime to the employees. If any big work order arrives from the purchaser they motivates their employees to perform overtimes to accomplish the anticipated target. Sometimes, they hire temporary employees to cover up the employee deficiency while required. Also, there is an opportunity to alter job roles after a certain period so that, employees never get bored & achieved multi diversified job experience.

### **1. Aggregate Planning**

As per our research and study, we have found that, Well Group maintains few procedures of aggregate planning. It expects the needs for sets of employees those are occupied as purchaser descriptive.

### **Unit Forecasting**

We have understood from our studies that, Well Group provides more importance on customer relations rather than the role of consumer monotonous. The unit forecasting actually followed by other processes and other combinations. As because it places responsibility for estimating employee needs of the “point of contact” in facility providing or product manufacturing, Well Group follows it because this technique has the potential for being the most responsive to the needs of the marketplace. They actually uses other media such as notice board, internet and print media.

### **Skills Inventory System**

The skills inventory system used by Well Group to analyze the experience, ability and skills of current employees. The computerized data and combination of job description and specification utilizes the information of experience, qualification & skills sets. Through their HRIS system they analyze & keep the record of inventories.

To measure the long term result, this planning is used for tracking the manufacturing process. But they plan for both long & short term results. It actually depends on the demand of customers. Also, the demands change very frequently which usually affects both production & market.

## **2. Succession Planning**

Well Group believes with the perception of succession planning for any position to high level. They welcome this process because of the veteran already experience about the policy & process of the company and it is very easy to execute. They don't disclose about the vacancy of higher position. They asses every employees performance from the inventory record which is already store in their HR system database. After preliminary selection or sorting of employees, they start interviewing them. After selection from the interview, newly selected employee was provided on the job training, off the job training, seminars & workshops for developing the efficiency & skills of that employee. After implementing all the necessary trainings, the employee is considered as ready for the vacant post.

### **Staffing**

One of the important step is staffing, which is completed after conducting an HRP. Firstly, they calculate the demand of work force then they start to process for staffing. To comply with business strategy actual staffing is very important. Well group focuses on permanent employee and the never hire any temporary employees.

### **Temporary vs. Permanent Employees**

As we have said earlier that, Well Group focuses only on Permanent employees. The actual reason behind the strategy is that, they believe in quality. They focuses on better quality of the product manufactured, so they kept away themselves from hiring temporary employees. To avoid any risk of Product quality decrease, their strategy is to only hire the permanent staffs. Though temporary staffs may be skilled but will not be acquainted with the company's strategies and values. That increases the possibilities of accidents occurring on the job. For temporary employees, additional trainings needed and they lack of commitment towards the job. Well Group provides huge trainings on requirement of the job, which is another factor for not hiring temporary employees because the cost will increase for arranging those trainings to the temporary staffs. Because if they provide a specialized training to the temporary staff, there is a chance that, that staff will leave the organization in next day. So, company doesn't want to jeopardize it's time & cost. Only few interns are hired on temporary basis. They are recruited as permanent only if they perform according to the standard level of the company. Well Group relies on permanent staffs because they make everything in house. Twice a year Well Group conducts the staffing procedure. They never aspect any surplus

staffs and always try to keep the staffing in a reasonable level of employees working and also they never have plans for neither shortage nor surplus. If there is some additional work loads then, they never hire temporary, rather than they utilize the overtimes as motivation for that period.

### **Recruitment of Employees**

As, twice a year Well Group recruits, in between those times the line managers keep a record of the performance for further evaluation. To determine employee needs the record is needed most. While any job opening comes to open, then these performance records are handed over to the line managers for evaluating the resource.

### **Sources:**

For a junior post the job circular is usually declared both in internal & external medium. In which, the job description along with the specification is clearly mentioned in the Job circular.

**Internal Sources:** On the notice board, initially the job vacancy is circulated as per policy.

The motive is to encourage existing staffs to apply for the vacant position. If there is a valid & reliable source, the company considers the application with care if it is referred by any existing employee of the company.

**External Sources:** The job vacancy circular is posted in online portals, website & national newspapers. Fresh & meritorious graduates are encouraged to apply. For a high level recruitment, internal recruitment procedures are followed. For this case no vacancy announcement is made the authority.

Senior management, High Officials or HR head whom to select after discussing details with the board of directors in a formal meeting.

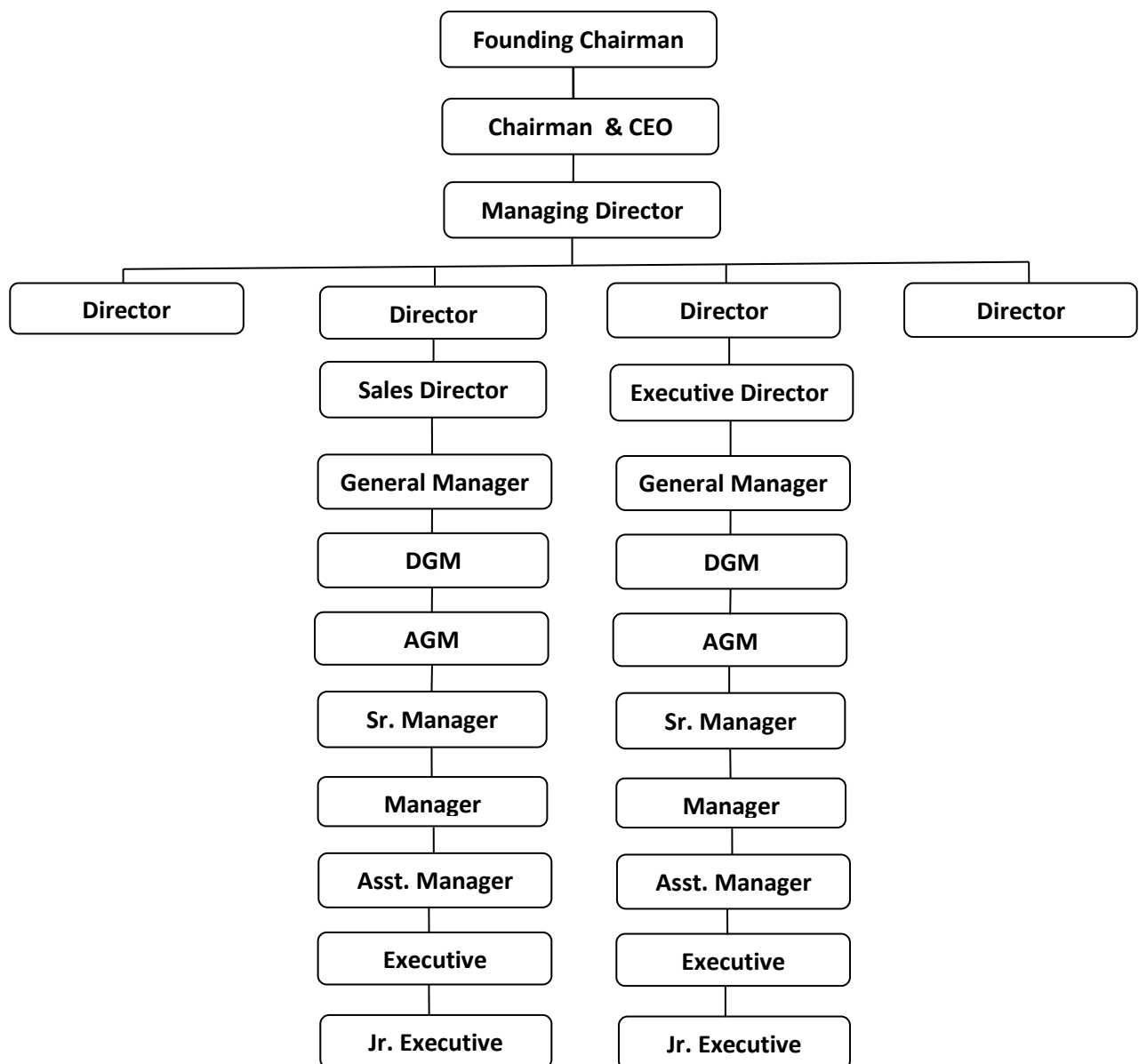
### **Selection of Employees**

At the very beginning, all the applicants' resumes are sorted & screened by the manager. If there is any matching with the job requirement & job description, then those resumes are preliminarily selected to call for an interview. After initial screening the sorted incumbents are called to attend an interview with the HR & senior officials of the department. A formal written test is conducted for opening the recruitment test. After the written test, a small number of people are called for next level assessment.

In the next level assessment, they are selected for further & final interview session. After the final interview session, the most appropriate candidate are offered the Job & time is provided to accept the Job Offer. The last process is to provide the orientation, training to the incumbent before joining in the company at junior level.

The senior level employees' selection process is different and exceptional from regular recruitments, high management officials management decides internally, the references are given importance.

### 2.10 Organizational Structure



## 2.11 Trainings Offered from Well Group to the Employees

- Factory Expertise Development
- Sustainability Management
- PPI Workshop
- Total Quality Management
- Supply Chain Management
- Executive Training
- Environment Safety
- Mechanical Maintenance
- Food Processing Safety
- Workplace & Industry Safety

## 2.12 Well Group Follows below Methods of Employee Training

### 1. Hands-On Training

Numerous operational training of experimental and Hands-On training are provided to the employees, including:

- **Cross-training:** The training offers an employee to know and experience about other job duties as well to increase the knowledge, skills on cross functional job opportunities. Cross-training also provides employees a best appreciation of what co-workers do and how their own jobs appropriate with the work of others to accomplish company goals.
- **Demonstrations:** It is a training of attention seeking. To use a new equipment or a new method, it's a brilliant way to show it to employees. For training safety skills they are effective also. Collective with the prospect for questions and answers, this is an influential, engaging form of training.
- **Coaching:** To develop an employee's performance, coaching is an important technique. Coaching emphasizes on the individual requirements of an employee and is usually informal rather than the rest kinds of training. Actually, there is no specific training periods. Anyone can be a coach for example: a manager, director, or senior expert employee serves as the coach. He or she gets altogether with the employee being coached once time permits and works with this employee to:



- Accountability
  - Suggest more effective strategies
  - Correction errors
  - Guidance toward the goals
  - Provide support, motivation & encouragement
  - Provide knowledgeable feedback
- **Apprenticeships:** To shape inexperienced workers to fit existing, future jobs, apprenticeships give employers the opportunity. To learn a trade/profession & earn a financial income these programs are provided to young employees. It combines & controls the training on the job including calls room training with structured program that can be for one year & more.

## 2. On the Job Training

This trainings are provided by the office through line managers and office colleagues. Every managers must seat with all the team members to acknowledge about the skills, techniques & how to cope up with changes. On the job makes an employee to be used to for taking larger responsibilities. On the Job trainings are conveyed by any of the subsequent methods:

- a) **Coaching** - It is defined as learning by doing & handling ongoing projects. In this method of training, the manager allocates certain job tasks to team, then observes their performance, points out their mistakes, provides responses and suggestions for further improvement.
- b) **Job Rotation** – In this method, employees are given opportunity to exchange the job duty & learn new skills & techniques. Job rotation apprises individuals with innovative roles and contests and makes them capable of performing any task.

Employees are encouraged to go through online education sites which would help them in their current job responsibilities. Everyone needs to be aware of the latest expansions in their domain.

### 3. Off the job Training

Off the job instructions are usually given externally outside from the workplace. It also can be provided by any of the following approaches:

- a) **Seminars or Conferences** - Seminars or conferences are very effective when instructions are needs to be given towards a larger audience. Relevant facts, latest advances, new equipment, interesting case studies are deliberated on a common podium to familiarize employees with new skills.
- b) **Simulation Exercise** – Through this exercise the employees are trained in an artificial situation which diligently bring to concentration the employee's actual working conditions.
- c) **Vestibule Trainings** - In this trainings, employees applies work on the instrument/equipment which can be used in future while actual working environment.

## **Chapter 3**

### **Analysis**

#### **3.1 Introduction**

Training would be program that helps workforces to acquire precise information for doing the work successfully, expertly and qualitatively. Training isn't a constant procedure however it's organized at periodic intervals so as to in retain worker skill capabilities at a determined level. The specialists or professionals in this associated field or job usually provides the trainings.

#### **Training**

Training is provided to boost any employee's performance or increase the ability to perform, sometimes by altering the employee's method or increasing the skills and elementary knowledge.

- Training refers to improvement in compulsory skills and advance knowledge of the workers in small run. Example: Training is given to progress expertise in order to advance services for creating outward calls.
- Education is the method of accelerating the extent of data and understanding. Therefore, training is that the "know-how" and education within the "know-why". Basically, companies are concerned with accumulative the knowhow of the staffs. Thus, staffs training is what organizations are frequently concerned with.

#### **Development**

Development is a frame that focuses on employees' personal development and future through organization skills, advance acquaintance and capabilities instead of a direct job position. Generally, to benefit employee's growth, development are referred to those learning opportunities. It's not mostly skill concerned with. As a substitute, it offers common information & approach which can be useful to staffs for higher officials, determinations on the way to growth often be contingent on individual initiative & ambitions. Development accomplishments, provided by the organization progressive programs are usually deliberate.

### **Training Objectives Identification:**

Being a manufacturing company, Well Group deals with after adopting new innovation of technologies, demand arrangements, client perceptions & market competitors, intimidation and their employees need to adopt all about them, new innovations, revolution, increase the skill-knowledge, these are done by providing the required training to the employees. So they can enhance the aptitude, capability & extend their acquaintance of Well Group is operational insistently on the continuous training, improvement and welfare. In-house & external trainings of the employees are linked with existing development. Well Group has been providing training for almost 24 years till now, so that they have pre-established purposes & procedures for every of their agendas to achieve their intents, how they are developing to control the consequence. The company's HRD is solely responsible for the training & development platform. The training is planned for an employee which initially is developed by immediate superior. In the beginning of the year, superiors advance plans for the juniors that which trainings are necessary promptly & which trainings can be provided later so they pass their evaluation to the HR.

### **3.2 Types of Training**

There are numerous forms of training would be organized for employees like- orientation, safety drill, technical preparation, compliance teaching, promotional, internship, leadership, refresher, soft skill, technical, legal, managerial & professional trainings, etc. however these trainings usually be contingent on the category of company, the approachability of the size of resources for training & the obligation of that training for that organization.

### **3.3 The Training Cycle**

This includes

- Instituting the capability requires & also the ulterior exercise needed.
- The policy of the primary suitable proceedings & simples training ways for the company
- Delivery of the exercise with further backing for any exposed erudition features
- Assessment & justification of the coaching occasion to safeguard that just reach distinctive & significance nominal commercial enrichment from the event of the employees.

### 3.4 Training and Development Process

- Need Assessment
- Design, Development and Conducting Training
- Evaluating Training

#### Levels of Need Assessment:

Well Group is renowned as one of the largest manufacturing and exporting company in Bangladesh now a days. In order to maintain up the quality within the international market it needs 3 steps of the need valuation.

This assessment is completed to ascertain to ensure any training needed for the employees or not? The 3 steps that architects the strategy & offering the training near close to unified & the faults or the undesirable consequences from the training reductions a lot which is on the conflicting side that saves cost of the company. The steps are:

- Structural Investigation
- Assignment Investigation
- Distinct Investigation

Every organization is completely different from one to another in terms of Performance, Management, Cultures and Motives etc. Usually the company prefers the leading suitable training that is demonstrated with the organization's final reason in example, the key object is to exploit the company's labor efficiency which is why the employees are capable on how to upturn the amount of output by dropping the quantity of contributions. The HR managers continuously emphasizes precisely on which abilities are required by the employees for performing the job. It takes care that which quantity participation is there of the employee of making inaccuracies within the work. According to that, it set strategies the training program with the help of experts, so that the employees do not make those errors while executing the allocated jobs. The company consider about the straight response of the job to the employees in example, learning is the actual job setting or not.

In another note, Well Group emphasizes on the learning style of the employees because what is decent to somebody might not be well to the other. Everyone can't uphold the persistent speed. For this reason, they divide the employees into groups & provide trainings according to the group requirements. It is luxurious and successively time overriding but the end result is larger enough associated to the regular budget.

### **Design, Developing & Conducting Training:**

On the necessity of employee deficiencies trainings are designed initially, then planned & after that the trainings are conducted. Well Group usually stretches the Job training in internships, job alternations and guidelines. On the job training is one of the most prominent technique of training now a days, it's cost-effective and most the practical way of learning the job. Though it is considered as a conformist & substantiated methodology; various readings indicates that, the foremost operational job trainings are thinkable. Usually, new employees are stereotypically provided with the job guiding principle while performing the precise job.

It's predominantly executed by the high-ranking employee to the subordinates. It's almost same as the internship. Employees absorb the accomplishments from counsellors & seniors. In this point, the company gets a benefit since the relation between the senior-junior employees become adjacent which creates appropriate work environment for all. If all the employees are satisfied with the work environment, then they will give their best effort to unleash the performance. All the training schedules are planned according to the area of learning or training contained by the company. A budget has to set to execute the trainings on the employee every year within the company. In another note, Job rotations are encouraged to employees to inter change the department amongst themselves.

The company fundamentally emphases on the training particularly of the newer as they fell unenthusiastic to disagree their product superiority compared to the market challengers.

Besides all the training programs, various workshops and important seminars are prepared for the employees which stimulates them thinking censoriously, innovative and to extent the obligation towards the company.

### **Process of Training Evaluation:**

Attired up-to-date individual evolution & scrutiny extent further than the indispensable abilities & acquaintance required for the job or company or stipulation.

Actual individual development must also deliberate: individual prospective, individual erudition progression & whole expansion. Employees enactment are logged in Well Group's internal software database which gives a clear suggestion at a peek that who needs training to improvement for a definite period of time, then the managers cross check & evaluate the performance again to measure whether the training was in effect or not. The valuation is typically made through surveillance & dialog.

On which important points the managers need to check while evaluating & they are:

- Is the component upgraded because of training?
- Are the trainees' carrying out the performance on the job subsequently the training?
- To what amount trainees' have loftier knowledge after the session?
- What are the trainees' comebacks about the overall session?

The appraised performance are then logged again to apprise the previous enactment database. If the program essentially progresses the performances & may obtain a great accomplishment then, it is sustained for the approaching individuals but if it does not carry any attainment then the all-inclusive training program is reorganized. It also notable that, training sometimes flops due to program tactic, length complex & erroneous hypothesis.

### **Integration of Training Outcomes with other HR Practices:**

The other HR practices are collective with the training outcomes in Well Group. It syndicates with the superlative HR practices of the company & they are:

- Training benefits accomplishing organizational objectives.
- Enchant employees with astonishing things i.e. recompenses, inspires the employees
- Classifies employees' aptitudes in open gratitude.
- Highlight the optimum performance & make them noticeable so that the others give their best effort and the atmosphere becomes tainted competitive.
- Rational knowledge sharing that supports the policy
- Performance related advantages which upsurges the motivation, competence, productivity & the competition

### **3.5 Training Need Assessment**

This section examines the 3 components of would like assessment: Organizational study, person scrutiny & task study. See the figure would like the assessment method. I follow, organization analysis, person analysis and task analysis don't seem to be conducted in any order. Whether or not time and cash are dedicated to coaching is dependent on the results of the organization, person and task analysis.

## **Purposes of Training programs at Well Group**

- Training Increase numerous facts of job enactment such as eminence and capacity
- Overawed shortages in job act
- Clarify fresh employee how to accomplish their professions and familiarize.
- Comply with government regulations for upgrading selected minorities and women
- Agree for incorporation of administrative and distinct objectives. When employees are being developed, trained they often believe that what they are doing is benefiting both themselves and the organization
- Carry out extensive period, continuing strengthening of the organization. It is commonly believed that a well-trained work force improves organization effectiveness

## **Purpose of Development**

Management expansion efforts to progress decision-making act by conveying information, altering approaches and aggregate abilities. The key determination of expansion is supervisory effectiveness concluded a strategic and a restrained procedure of learning. This delivers for strategic development to encounter the imminent organizational requirements.

## **Analysis of Training & Development of Well Group**

Being an employee of Well Group as well as a student of HRM of Daffodil University my analysis about training & development program is that the all employees should go under the training and development process for personal & professional growth. As, Well Group trusts to attain defensible business performance, growth and maneuver brilliance to the uppermost level of principled morals & effectiveness. Well Group's top administration should try to develop each and every employee so that they can give their best for the organization. So, proper training and development facilities can make employees of Well Group more collaborating and well-organized.



### 3.6 The Training Need Assessment Process

#### Organizational Analysis

The Organizational analysis involves characteristic whether or not coaching supports the corporate strategic direction, whether or not managers, associate and workers support coaching activity and what coaching ability or support are accessible. It includes:

**Company's strategic direction-** The strategic role training influence the frequency and kind of training and the way the training operation is organized within the company. In corporations during which training is predicted to contribute to the action of three business ways and goals, the number of cash allotted to training and therefore the frequency training of can possibly be more than in corporations during which training is completed haphazardly or with not strategic intent in mind.

**Support of managers, peers and workers for coaching activities -** The key factors for fulfillment area unit a positive angle among peers, managers and workers regarding participation in coaching activities, managers and peers' temperament to produce info to trainees regarding however they'll a lot of effectively use information, talent or behaviors learned in coaching on the duty and opportunities for trainees to use coaching content in their job.

**Training recourses -** It is necessary to spot whether or not the corporate has budget, time and experience for coaching.

#### Personal Analysis

Personal analysis helps to spot workers who want training. That is, whether or not current performance or expected performance indicates a desire for training. Its embrace person characteristics:

**Person characteristics-** It refers to the employee data, skill, ability and attitudes.

**Input-** Relate to instruction that tells workers what, however and once to perform.

**Output-** Refers to the job's performance standers.

**Consequences -** refers to the kind of incentives that workers receive for performing arts well.

### **3.7 Inputs of Training and Development**

Any coaching and deployment program should contain inputs, that alter the participants to achieve skills, learn theoretical ideas and facilitate acquire vision to appear into distant future. Additionally, to those there's a requirement to impart moral orientation, stress on attitudinal changes and stress upon deciding and downside resolution capabilities.

#### **Skills**

Training is vital skills to stair an employee wants skills to use a machine and alternative instrumentation with least harm or scrape: this can be basic while not that an employee isn't able to work on a machine. Same method staff like a supervisor, executives would like social skills, popularly called folks skills. Social skills area unit necessary to know, oneself and alternative too and act consequently.

#### **Education**

The purpose of education is to show theoretical thought and to develop a way of reasoning and judgment. 60 minutes, specialist understands the importance of education in any training and development program. Persistently organizations encourage staff to try to course on a section time basis.

#### **Development**

Another part of a coaching and development, that is a smaller amount ability orientated however stressed on data. Data concerning business atmosphere, management principle and Techniques. Human relation, specific business analysis and therefore the like is helpful for higher management of the corporate.

#### **Ethics**

There is a necessity for transmission moral orientation to a training and development program. There's on denial of the very fact that ethics are mostly neglected in business. Unethical practices occur promoting, finance and production operations in a company. This doesn't mean that the time unit manager is clean-handed of the responsibility. If the assembly, finance or promoting personnel enjoy unethical practices the fault rests on the time unit manager. It's his/her duty to enlighten all the staff within the organization concerning the necessity for moral behavior.

## Chapter 4

### Findings, Recommendations and Conclusion

#### 4.1 Findings of the Study

The findings of the study are as follow:

- Well Group is consist of with local trainers but lack of international expertizes
- Lack of correct evaluation during the Training and Development session
- The number of Training and Development session is arranged not very often. Management is not giving adequate importance to develop employees through training
- Some of the employees are lack of concentration which is overlooked by the trainers
- Training and Development programs is not equipped with the latest technical development

#### 4.2 Recommendations

- Well group should involve International training experts in the training & development session
- A standard measures before and after each training program on level of knowledge, skills, attitudes and behavior will help to measure its effectiveness more accurately
- The number of Training and Development session should be arranged more often
- Trainers should take care of the individual employee to improve their focus and help them to be more efficient
- The company needs to query its workforces to recommend categories of training which they thing is more obliging in accomplishing their abilities as well as the organizational objective.

### **4.3 Conclusion**

It's a pleasure and a wonderful chance for me to work on this company & accomplish a widespread opinion on the authenticity. I educated lot concerning how this industry segment functions & how this company accomplished to advance its position in all these years. Well Group has acknowledged the gratitude of a prominent manufacturing company. It has admittance to overseas marketplace & is acquainting a global market infiltration through its excellence of artifact. One of the compact factor of this company is they emphasis extremely on superiority management which is very praiseworthy.

Overall, this company is in a steady position, its marketplace grips is also very resilient; the business is in growing stage. In conclusion, Well Group has an elongated way forward and with the massive acquaintance of their HR specialists, if they can endure their widespread variety of workforces appropriately with right decision-making expertise and uphold the standard they set, soon they will transferal from growing stage to maturity stage.

## References

<http://www.wellbd.com>

[Brochure of Well Group](#)

[Annual Report of well Group](#)

<https://www.slideshare.net/hemanthcrpatna/a-project-report-on-training-and-development-with-reference-to-hal>

<https://www.pdfFiller.com/jsfiller-desk16/?projectId=270937032&expId=4596&expBranch=3#6fbc936b84454d51b3f4a1fdd7a99bfe>

<https://www.slideshare.net/sspalayi/mba-hr-project-report-on-training-and-development>

<https://www.scribd.com/doc/49368010/PROJECT-REPORT-ON-TRAINING-AND-DEVELOPMENT>

[Effective Training and Development by Raymond Andrew noe, Latest Edition, McGraw Hill](#)

<https://www.hr-survey.com/TrainingNeeds.htm>