



Daffodil
International
University

Internship Report
On
Selection & Recruitment Process of Aman Group Ltd.

Submitted To:

Dr. Md. Abdur Rouf

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LETTER OF TRANSMITTAL

January 7, 2021

To,

Dr. Md. Abdur Rouf

Associate Professor

Department of Business Administration

Faculty of Business & Entrepreneurship

Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

I am very pleased to submit my report on “Selection and Recruitment Process at Aman Group Ltd. “I have prepared this report based on three (03) months of service experience in Aman group. I have attempted my best to make it as worthwhile as possible. Despite time constraint and exhaustive knowledge, I have put my best exertion to represent it well. Kindly accept my sincerest apology for misrepresentation, if any.

If you have any questions about this report, kindly feel free to ask me. I hope your kind judgment to the matter and oblige thereby.

Sincerely yours,



(Raisa Rahman)

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Supervisor's Declaration

This is to inform that, Raisa Rahman, a student of MBA Program, (ID:203-14-244) has completed his internship report on "Training & Development on Aman Group Ltd. as a prerequisite for attaining MBA degree. She has prepared the report by herself under my supervision and it maintains the standard of MBA internship report too.

I wish her all success in her life ahead.



.....

Dr. Md. Abdur Rouf
Associate Professor
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

ACKNOWLEDGEMENT

At first, I want to express my gratitude to Almighty Allah who enabled me to complete the report inside the booked time. I'm thankful to Aman Group Ltd for providing me the opportunity to complete my internship program.

I need to offer thanks to officers, members and staffs of Aman group, for their cooperation without which it would not be conceivable to finish the report.

I would like to offer my gratitude to my internship supervisor of Dr. Md Abdur Rouf, Associate Professor, Daffodil International University for his direction and guidance to complete my report.

Student's Declaration

I do hereby declare that this Report entitled "Selection and Recruitment Process of Aman Group Ltd." submitted by me to Daffodil International University, Ashulia, Savar, Dhaka, Bangladesh for the degree of Master of Business Administration is an authentic work.

I also confirm that the report is prepared only for my academic purpose, not for any other purpose.



(Raisa Rahman)

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TABLE OF CONTENT

	Chapters	Page Number
A.	Title Page	i
B	Letter of transmittal	ii
C.	Supervisor´s Declaration	iii
D.	Acknowledgement	iv
E.	Student´s Declaration	v
Introduction		1-3
1.1	Introduction	2
1.2	Origin of the study	2
1.3	Objective of the study	2
1.4	Scope of the study	3
1.5	Significance of the study	3
1.6	Limitations of the study	3
Organization Overview		4-8
2.1	History of the company	5-6
2.2.1	Vision	6
2.2.2	Mission	6
2.3	Description of the job	7-8
2.4	Receiving CV	8
2.5	Screening CV	8
2.6	Making summary of the candidates	8
2.7	Calling for interview	8
2.8	Assisting training program	8
Methodology		9-11
3.1	Methodology	10
3.2	Research design	10
3.3	Sampling plan	10

3.4	Types of data used	11
3.5	Sources of data	11

	Chapters	Page Number
4	Recruitment & Selection Process in Aman Feed Ltd	12-18
4.1	Human resource management process	13
4.2	Human resource planning in AFL	13
4.3	Selection and Recruitment Process	14
4.4	Recruitment process of AFL	14
4.5	Internal source	15
4.6	External source	15-16
4.7	Selection process of AGL	17-18
4.8	Joining of the candidate	18
4.9	Turnover rate (Sales Officer)	18
4.10	Reasons	19
5	SWOT Analysis	20-21
5.1	Swot Analysis	21
6	Findings and Recommendations	22-23
6.1	Findings	23
6.2	Recommendations	23

CHAPTER – 1

Introduction

1.1 Introduction

Aman Group Ltd. is committed to hiring the most trained workers. Applicants are appropriate in enlisting and screening exercises that adjust to all current work regulations. It is the approach of Aman Group Ltd. to give equivalent business accommodation to all candidates and representatives. In Chapter One of this report, I have examined about the review of this report and in Chapter Two I have given the organization outline, its Vision, Mission and other important issues that are imperative to satisfy this report. Strategy is depicted in Chapter Three where I have given portray about how the information are gathered. Enrollment and Selection Process of Aman Group Ltd. is intricately shrouded in Chapter Five, while Findings and Analysis on representative turnover and likely arrangements are designed in Chapter Six of this report. I have taken a stab at the ongoing HR techniques that Aman Group Ltd is acting in their Recruiting Process to enlist their representatives more useful. Additionally, I have concentrated on worker turnover proportion for the place of Sales Officers of Sales and Marketing Department, where I viewed as on a normal 14% as considering most recent three years record (2019, 2020 and 2021). Moreover, I have likewise given a few clear arrangements which, I accept, can decrease worker turnover, whenever executed.

1.2 Origin of the Study

This report is made to fulfill a study on Selection and Recruitment Process of Aman Group Limited. It is expected to perform intern report for finishing MBA program at Daffodil International University. The rule and development of the report was administered and coordinated by Dr. Md. Abdur Rouf, Associate Professor, Department of Business Administration, Faculty of Business and Entrepreneurship, Daffodil International University, and I am appreciative to him for giving me this project.

1.3 Objectives of the Study

The objectives of the study are:

- a) To explore the selection and recruitment of Aman Group Ltd.
- b) To appraise the selection and recruitment system of Aman Group Ltd.
- c) To find out the issue of selection and recruitment process of Aman Group Ltd.
- d) To afford some recommendations to overcome the identified problems

1.4 Scope of the Study:

This report is somewhat of a venture investigation of reality, and that implies this is an illustration of the specific functional circumstance picked. The accompanying report is subsequently restricted. The primary extent of this report is to have useful experience about how an investigation is done in the business associations. The review can possibly address various areas of HRM, including HR exercises, for example, enrolling and assortment. It was important for my scholarly part to learn HR practices of Aman Group Limited (AGL) to comprehend a genuine acts of the business world. This report doesn't anyway go into the profundity of the picked organization's HRM tasks, it is inside the compass of this report to centered ideas or suggestions other than relating the checked and reach to aresolution.

1.5 Significance of the study

This report will be important for the Human Resource Department of AMAN GROUP LTD., Staff, the Business and the whole City. What are AGL's ongoing HR strategies and how can the policy be improved? The organization will benefit from such suggestions that I can give, so that it will be best able to perform and realize the shortcomings from inside.

1.6 Limitations of the Study

The major limitations that I faced during my Project period and preparation of this report are as follows:

1. Employees are not allowed to provide sensitive and in-depth information.
2. The main constraint of the study was insufficient access to information which has significantly troubled the scope of the analysis that is required for the study.
3. As the employees were busy with their own duty, they could give me a very little time for consultation.
4. Time restriction is another important issue for limitation of study

CHAPTER – 2

Organization Overview

2.1 History of the Company

In beginning eighties of the last 100 years during the past new government time frame the predecessors of the current Chairman of the Group began exchanging and legally binding business on a limited scale at their local region Rajshahi, arranged in the northern piece of Bangladesh. After the ascent of Bangladesh, under the standard of Aman Trading Company, the organizations prospered a bit. In the last part of the 1980's the organizations in exchanging through bringing in different shopper things and their promoting began mark a consistent development in the business.

The Party vowed to take advantage of the pervasive potential for the improvement of businesses with the sharp changes in the financial circumstance of the country. The Group accordingly chose to take an interest during the time spent motorization in the spots wherefrom promoting, transportation would be simpler, age of pay and work will be noticeable. With this end in view the business people have integrated AMAN GROUP LTD in the year 1997.

Business Concerns of AMAN GROUP:

TRADING HOUSES

- Aman Trading Corporation
- Islam Brothers & Co.
- Aman Associates Ltd.
- Juvenile Trade International Ltd.
- R S & T International

AGRO BASED INDUSTRY SECTOR

- Aman Feed Ltd. (Public Limited Company)
- Aman Poultry & Hatchery Ltd.
- Aman Breeders Ltd.
- Halima Poultry & Hatchery Ltd.
- Anwara Poultry & Hatchery Ltd.
- Aman Chicks Ltd.
- Aman Plant Tissue Culture Ltd.
- Aman Cold Storage Ltd.
- Milan Cold Storage Ltd.
- Aman Agro Industries Ltd

- A. M. Cold Storage Ltd.
- Aman Seeds Storage Ltd.
- Aman Jute Fibrous Limited

CONSTRUCTION SECTOR

- Aman Cement Mills Ltd.
- Aman Cement Mills Unit-2 Limited

TEXTILE SECTOR

- Aman Tex Ltd.
- Aman Tex Unit-2 Ltd.
- Aman Cotton Fibrous Ltd. (Public Limited Company)
- Anwara Mannan Textile Mills Ltd.
- Aman Rotor Mills Ltd.
- Aman Packaging & Accessories Limited



The corporate Head Office of the company is situated at House # 2, Ishakha Avenue, Sector # 6, Uttara Model Town, Dhaka, Bangladesh.

2.2.1 VISION

To create employment for the poor rural mass for transforming them into resource & alleviate poverty and to contribute to the GDP of the country as a whole.

2.2.2 MISSION

To actively engage the Group in establishing small & medium scale companies, to produce products with resolute quality control & to ensure participation in the process of industrialization of the country.

2.3 Description of the job:

As I got the opportunity to have three months in length Project at AGL, I have run over with various errands that are led by the HR office. I have been acquainted with HR staff occupations. I have additionally been comfortable with some everyday staff and writers. I was every now and again apportioned to the accompanying work:

- Receiving CV
- Screening CV
- Prepare summary sheet of the interviewee
- Calling For Interview
- Assisting Training Program

2.4 Receiving CV:

For the enlistment of all positions, the CVs are gathered from Bdjobs.com online work entry of AGL. Additionally, CVs are gathered from inner sources, different references and CV box put at Aman Group Corporate Office, House # 2, Ishakha Avenue, Sector # 6, Uttara, Dhaka. As I have worked in the enlistment of Sales group, it was my responsibility to ride Bdjobs.com online work entrance to bring cutthroat competitors. Additionally, I have requested that the Office Assistant gather CVs from the CV box.

2.5 Screening CV:

As AGL was gets countless Sales individuals for the current market should be filled soon, we got CVs in huge amount. While screening CVs including training and area, there were not many spots to recollect. For instance an applicant must be 18 years of age or above to go after a position. For Sales Officer position the applicant must be Minimum alumni from any perceived colleges with 2-3 years' experience in important field. Fresher are likewise qualified for applying for Trainee Officer/Jr. Official level position.

2.6 Making Summary of the candidates

I wanted to compose a survey of the candidates before the meeting, remembering their broad subtleties for their school record, professional training, and so forth. Then I needed to give the outline sheet to the questioners with the goal that they could find out about the competitors prior to supporting the meeting.

2.7 Calling for Interview:

After screening the CVs, it was my responsibility to call the contender for interview and illuminate them about the composed test date, time and scene. The composed test was held in the 1st floor of Aman Group Corporate Head Office. I needed to call the picked candidates for a meeting after the composed assessment. The meeting meetings likewise held in the 1st floor of Head Officer (HO).

2.8 Assisting Training Program

Prior to putting them available, AGL gave its deals force in-house preparing for 7 days. My undertaking was to step through various composed examinations during this time and track their presentation.

CHAPTER – 3

Research Methodology

3.1 Methodology:

The methodology is an organized course of information recognizable proof and definition by setting targets and methodology for information handling, altering and arrangement to track down an answer. An organized convention is expected for the examination, from the assortment of subjects to the planning of the last report. The information base was to be recognized and accumulated to direct the examination, to be ordered, broke down, deciphered and tended to in an organized way and central issues were to be called attention to. The general methodology system has been given.

3.2 Research design:

In light of the use of essential and optional information apparatuses, the report is ready. Essential information are accumulated by concentrating on the enrolling and employing cycle of the association, talking with laborers while filling in as an understudy at AGL in the Human Resource Division. The association's staff handbook, site, and related books assembled optional information.

3.3 Sampling Plan:

The sampling is an orderly portrayal of the estimations that will be made at what hours, what things, how, and by whom. The testing plans ought to be organized so as to incorporate an agent test of the standards of thought for the subsequent discoveries and to allow all inquiries to be addressed. Obligation, as illustrated in the goals.

Population: A gathering or articles that share at least one attributes from which information can be gathered and examined is alluded to as a populace. All out number of populaces was 29 and Concern name Aman Packaging Ltd., Aman Feed Ltd., Aman Tex Ltd., Aman Cement Mills Unit:2 Ltd. and Corporate office.

Test method: The non - likelihood comfort examining method for gathering information. Test size: The size of the study was 20 respondents.

3.4 Types of Data Used:

Mainly two types of data are used:

Primary data:

The primary data is the data that the researcher gathers explicitly through survey, assessment, and experience. For instance, if the investigator performs a data collection survey, then it is known as primary data.

Secondary Data:

Secondary data is data taken from secondary sources, internal or external, by the study. That indicates that the data that was already gathered and used for another purpose is considered secondary data.

3.5 Sources of data:

The data sources of this study can be separated into two groups.

Primary Sources:

- Through questionnaire survey.
- Direct observation and
- Face to face conversation.

Secondary Sources:

- Different text books.
- Official records of Aman Group Limited.
- Multiple research papers and posts.
- Web base support from the internet

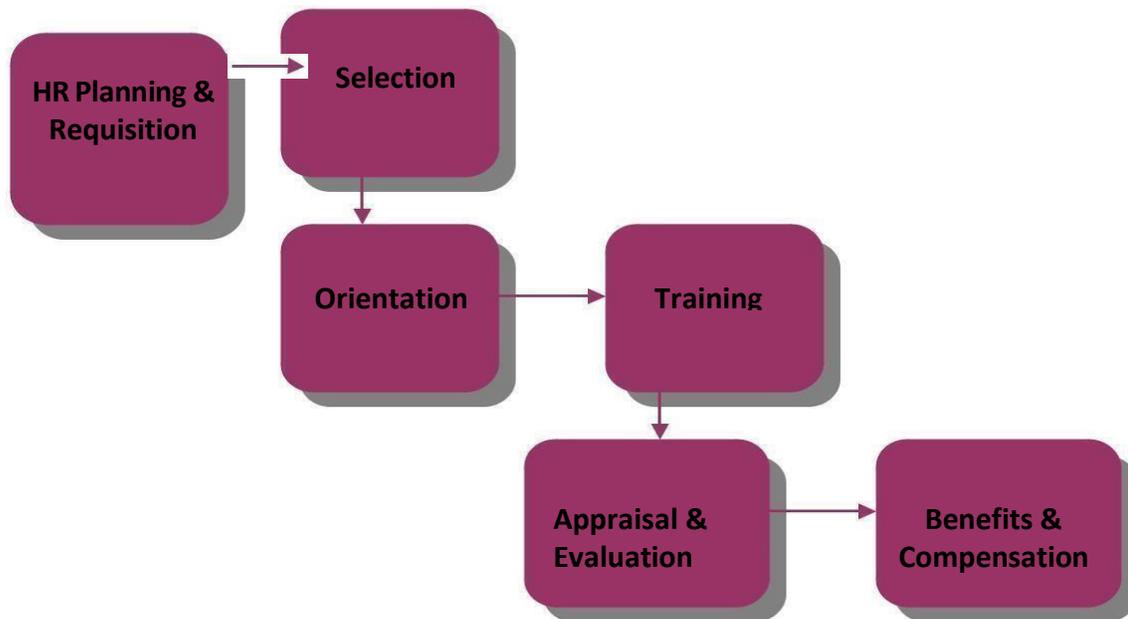
CHAPTER – 4

Selection and Recruitment Process of Aman Group Ltd.

4.1 Human Resource Management Process:

Management of Human Resources is an area of management in which the tasks of recruitment, growth, maintenance and encouragement of the employees of an organization are designed, structured, controlled and managed.

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



4.2 Human Resource Planning in AFL:

The center region of the relative multitude of authoritative exercises is arranging. It needs the board to figure out where the organization's human resources are available and where they will be from here on out. From that point, a good game plan is chosen and acquainted with achieve the objectives and targets of the organization.

Likewise with each business, the AFL additionally has its work arranging. In light of their central goal, key needs and objectives, they regularly anticipate their labor force needs. In spite of the fact that there are numerous methodologies for gauging staff necessities, they lean toward administrative instinct since it offers all the more genuine opportunities for staff needs. They accept that different methodologies don't give the specific state of the necessities of the specialists. They are essentially graphical cycles, which can't measure the singular requests of laborers. In any case, the type of the board judgment relies upon the change in effectiveness, economic situations, and so on.

4.3 Selection and Recruitment Process:

The recruiting responsibility typically falls to the department of HR. This division is attempting to recognize and enroll qualified competitors. The expected set of responsibilities and determinations incorporate the subtleties important to start the selecting system. The obligations of AGL's enrolling office are set out below:

- Defining the position description
- Need Assessment
- Checking the recruiting options
- Advertisement
- Screening and Short-listing Applications
- Written test
- Selection interview
- Employment decision
- Offer letter
- Joining and Orientation Program
- Placement
- Follow-up

4.4 Requitelement process of AGL:

AGL is always searching for people of top quality. In the AGL recruiting and selection process, there are several other criteria—

- Merit is the only selection factor.
- Personality is given as much weighting as practical abilities.
- Panel interviews with the Practical Head & HR Head.
- Recruitment channels are by campuses, consultants, employee references, internal job postings and the Internet.
- Background verification is an integral part of recruitment process.
- Equal employer benefits that should not differentiate on the grounds of race, community, religion or sex.

4.5 Internal Source:

Within the company, there might be an individual able for the suitable work. The ongoing staff is then rearranged, assuming there is, to situate the picked individual in the new post. In the event that there is no such person inside the organization, for the subsequent stage, the administration goes. Whenever inner work valuable open doors are elevated to laborers by work situating frameworks, the HR office reaches out, educating representatives concerning the opportunity and essential necessities and empowering qualified representatives to apply. Typically, notes are put on business announcement sheets. Capability and different realities are typically acquired from the information for work examination.

The point of the work presenting is on spur laborers to seek after advancement and moves, to assist the HR division with finishing interior opening and to fulfill the individual objectives of the representative. Not all open doors for occupations are posted. Senior administration and high-level jobs can be filled through legitimacy or outside arrangement, notwithstanding passage level positions. For lower level administrative, proficient and administrative positions, work posting is the most regular.

4.6 External Source:

The organization is thinking about all the above choices, if essential, for outside enlistment. Opportunities ought to be filled by the people who best match the gifts, abilities, skill and capabilities required for the job. Subsequently, without even a trace of an AGL candidate who is suitable for the position, outer advertisements ought to be placed to draw forthcoming candidates following the determination interaction.

Advertisement:

The web-based vocation website is AGL's essential source for get-together applications from imminent candidates. AFL positions in the media two sorts of advertisements. "Now and again, it keeps the personality concealed in the notices, in particular "One of the Leading Group of Businesses. The point of the hid character is to get away from the partners' excessive tension for their favored possibility to be recruited. Albeit for this situation, the company could miss the abilities who might have applied for a similar post on the off chance that they realized the association's name out there on the lookout. This makes sense of why, in their most recent work publicizing, the association kept the name open while the applicant's standard was an extremely critical thought to recollect. AGL plans to draw the most grounded ability from all the others by revealing recognizable proof.

Employee referrals:

One more source for AGL is this. Representative reference includes involving individual contacts to distinguish openings for occupations. It is an idea on a lifelong competitor by an ongoing representative. The thinking behind the reference to the representative is that "it takes one to know one." In this present circumstance, laborers utilized in the partnership are approached to propose the names of their companions working for a possible situation sooner rather than later in another association.

Employment Agency:

An association distinguishes and prescreens applicants, alluding the people who seem qualified for additional consideration and last determination to the organization. An organization can effectively screen provided that it has a decent perspective on the undertaking it is endeavoring to fill. Consequently, while clearing up a task and its enrollment for a business specialist, it is exceptionally important that a candidate be basically as exact and intensive as could be expected. AFL employs just for expat occupations through the job department.

CV Bank:

Stored spontaneous applications in the information vault. Assuming that an individual's standard meets the models referenced in the meaning of the gig, he/she is required a composed assessment or interview. Assuming that applicants seek another position, so later on he/she will be named for the matching position.

4.7 Selection Process of AGL:

Selection is the information handling technique to survey and figuring out who can be working in individual occupations.

Screening and Short-listing Applications

The reactions are arranged and evaluated for the advertisements. Both the CVs and the covering letters are judged. The elements that are judged are the tone and language of writing in the covering letter, the attention put on the areas mentioned in the promoting and the substance of the letter (whether it is straightforwardly adjusted to the commercial or simply an ordinary reaction). Contingent upon their relative worth, different loads are distributed to the determination measure indicated in the principal definition, for example Among the neighborhood ones, instructive foundations, for example, IBA, BUET give the most elevated weight, and the UK, Australia, and so on global colleges are put comparable to the best on the planet. The consolidated loads for all up-and-comers are relied based on the presence of these factors to

the ideal degree (experience, instructive, degree, PC literacy, etc.) and a shortlist of assign if I can't number of the top candidates is created. However, with the particular line director, HR authorities frequently survey the CVs to check assuming any significant concluding boundary recorded in the CVs is absent. The candidates looked over the waitlist are then gathered for a composed assessment.

Written Test

A standard part of the typical enlisting process is the composed test. For full jobs, it is performed. Before the screening has demonstrated to find success and an important strategy to pick the beneficial candidates, the top administration of AGL claims that the composed assessment. As far as information on the expected fields, the composed assessment was performed. In light of their outcomes in the composed assessment, the candidates are required a provisional (first) interview.

Selection Interview

The strategy for addressing is a three-level one. A provisional meeting is played out that follows the course of prohibition. The subsequent meeting will then happen with an extremely set number of up-and-comers. What's more, eventually, the chose one is named for the last meeting. Interview time is adequate for the up-and-comer, especially on the off chance that he/she worked somewhere else at the hour of the meeting. The shortlisted candidates should finish up the representative recognizable proof structure preceding the meeting.

Reference Check

Reference tests make it conceivable to get information and input on the personality of the individual, the idea of work and the reasonableness of the gig. It is an amazing chance to confirm the subtleties acquired from the candidate through their resume and interview. Assistant candidates can likewise be tried by standing by listening to the up-and-comer's chief or any people with whom they have served. It is the obligation of the AGL HR group to confirm the connection of every candidate to be employed.

Employment Decision

If the interviewee has no issues with the stated terms and conditions of the job and the organization mentioned and discussed in the final interview, he/she is given a verbal offer.

Verbal offer:

Once reference checks are performed successfully, the oral offer of the applicant's position is given. The discussion covers the following:

- Tell the interviewee that we would like to offer them in the role.

- We congratulate them.
- Notify them about the remuneration plan that is being offered.
- Ask them if they're confident about it.
- Ask them if they support the position orally.
- Inform them that we're going to give them a formal letter of offer.

Written Offer Letter:

When the competitor has verbally acknowledged the proposition for example position, pay and other advantage bundles, the document is then handled for the executive’s endorsement. After administration endorsement, a conventional deal letter is given to the competitor. This letter is shipped off the interviewee in something like two days of management approval.

4.8 Joining of the Candidate:

In the wake of finishing all above interaction the chose interviewee is mentioned to bring all their scholar and expert declarations alongside the delivery letter from the past business

4.9 Turnover Rate (Sales Officer):

Year	No. of Sales Officers (Annual Average)	Total Left Employees	Turnover Ratio (Annual)
2019	170	20	11.76%
2020	256	35	13.67%
2021 (Jan-Oct)	290	48	16.55%

Source: Mr. Liton Sarkar, Sr. AGM (HR), AFL & Mr. Syed Akram Hossain, Manager (HR)

ACML U2

During 90 days of my intern period I have firmly worked with Marketing Department of AMAN FEED LTD. furthermore, I tracked down that SO (Sales Officer) prerequisite is higher. Since conversing with one of my collaborators about this I found that the Sales Officer turnover rate could be a disturbing circumstance for AMAN FEED LTD. However I was unable to gather considerably more information about this business, I have come to an examination

4.10 Reasons:

Salary Structure: Contrasting with the contenders, AFL is giving less compensation to its Sales Officers. A short report on the scope of Starting Salary for new applicant, given beneath, will assist us with knowing the situation:

Organization	Salary Range
Aman Feed Ltd.	10,000 – 12,000/-
CP Bangladesh	14,000 – 15,000/-
ACI Godrej	12,000 – 14,000/-

Source: Bdjob.com & others Website

Job Location: So far away from their home village, several sales officers have been posted. They are still rough for their relatives to connect.

Prolonged Appraisal Process: Employee appraisal process is very lengthy. As a result they do not get increment every year, which cause de-motivation to the employees and they fetch new jobs.

Behavior: Sometimes behavior of their direct Supervisor is very harsh which de-motivates them and eventually they switch from the company.

CHAPTER – 5

SWOT Analysis

5.1 SWOT ANALYSIS:

Selection and Recruitment is a proactive human resources approach to identifying and screening candidates for jobs. Primary benefits of effective recruitment and selection processes include a strong pool of applicants, accurate qualification screenings, proactive strategic alignment with company goals, reduced turnover and high morale. One of the most useful areas of application for SWOT analysis is recruitment. At a time when staff retention and workplace wellbeing are even more important post-pandemic, applying the method to securing and keeping quality candidates can serve to strengthen teams for the long-term.

There are several areas that impact the process and the individuals involved regardless of sector. Here are some examples of common responses that might arise from a recruitment SWOT analysis, which can have an effect on companies, managers, employees, and potential job candidates.

Strength:

- Better employee engagement
- Improved employee retention
- Increase in productivity level
- Shorter time in productivity

Weakness:

- Failing to consider recruiting from within
- Rejecting overqualified candidate
- Waiting for perfect candidate
- Relying too much on interview

Opportunity:

- Underserve market for specific product
- Buying a testing machine and train all
- Creating employment opportunities
- Using SAP software

Threats:

- Import of similar material of clothing at low price
- Competitors have lower prices
- Quick development of technology
- Being too slow to adapt to change.

CHAPTER 6

Findings And Recommendations

6.1 Findings

- The organization did not have any written policy about the requirements of various positions except some position.
- There was a standing committee regarding Recruitment, but the committee found inactive, even we did not see such practical practices.
- The organization had very little interest in new generation workers
- Sometimes the CVs with familiar reference are given importance to recruit in selected positions

6.2 Recommendations

- Criteria should be followed for every position.
- The organization should ensure right people in the right places.
- Organization should build the separate policy for requirements & selection
- The policy should be updated so that it can complete with other organization as well. This policy should be reviewed by external expertise/ reviewer at least in every two years.