

Report On
Training & Development Programs of
SGS Bangladesh Limited





United International University
QUEST FOR EXCELLENCE

Course: Internship Program

Course Code: INT 4399

Submitted to:

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Letter of Transmittal

To
Nasrin Akter
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SUBJECT: APPLICATION FOR SUBMITTING AN INTERNSHIP REPORT

Dear Mam,

It is a great pleasure to submit my internship report to you as a part of my BBA program under your direct supervision on the topic titled: **“Training and Development Section of SGS Bangladesh Limited”**. I am fortunate enough that SGS Bangladesh Limited permitted me to learn corporate practices under HR department. It has been a great chance for me to have the opportunity to apply my academic knowledge in a practical field. This report is prepared on the basis of the theoretical learning of Human Resource Management and practical experience while working for SGS Bangladesh Limited. I would like to provide special thanks to you due to your kind cooperation. I have put my sincere effort to give this report a presentable shape and make it as informative and precise as possible.

I would like to express my sincere appreciations and gratitude to you for helping me to complete my report.

Sincerely yours,

Sadia Jahan Ringki

Acknowledgement

In performing my internship report, I had to take the assistance and rudder of some honorable persons, who deserve my kind thankfulness. While completing this report, it gives me the opportunity to acquire so much knowledge about training & development part . I would like to express my gratefulness to Nasrin Akter, Course Educator, and as well as the United International University for giving me a strong & proper guideline for this report entirely affluent edifications. I would also like to express my lingering thankfulness to all those people who have directly and indirectly assist me to completing this report.

I also thank to my honorable supervisor Azharul Islam; Senior Executive (HR) of SGS Bangladesh Ltd for consulting me and the great cooperation. . According to his direction, I become capable to make the report more appropriately.

Many people, especially my HR team members have made valuable comment suggestions on this proposal which gave me an inspiration to improve my report. I thank all those people for their help directly and indirectly to complete my internship report.

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Executive Summary

HR practices like Training & Development section is very much significant for an organization. For current knowledge based environment, things are changing very rapidly. So for this time training & development played a very emergent role to achieve the goals. Now a day's organizations are investing in their manpower for updating their skills. This is done through the training & development process. Skilled employees are an important asset for any organization. In Bangladesh, especially the inspecting company like SGS has to more concern about the training & development sectors. Mainly training gives a prime opportunity to expand the knowledge & updated with the technologies. Training & development provide both individual & organizational growth which can be the worthwhile investment. There are so many significant sides or benefits of training & development. For improving employee performances training & development played a vital role. Training gives a greater understanding of their responsibilities. Every employee has some weakness in their workplace, training give the opportunity to address those weakness & build up their skills. Training & development also increased productivity of a company. SGS Bangladesh Limited provides many required training session for their employees. Now a days Bangladeshi companies are giving more emphasis on training & development sectors to increased skilled manpower. For this fast growing environment without training & development an organization can't acquire it's success,

The report is aimed to fulfill the gap between the theoretical knowledge and practical life experience which is a part of the BBA internship program. This is basically designed to have practical knowledge while passing through the theoretical understanding.

This report is divided into five chapters. **Chapter One** is, 'Introductory Part' which includes introduction, scope of the report, objective, and methodology of the report and limitations of the report. **Chapter Two** covers the 'Literature review' which describes the concept of 'Learning and Development Process as well as the consideration to organizational development. **Chapter Three** is all about the internship description & responsibilities.

Chapter Four focuses on the ‘Organizational analysis of SGS Bangladesh Limited’. This part includes with historical background of the company, mission, vision, and values of the company, organogram of the company, and also businesses of the organization.

Chapter Five focuses on the ‘Work Analysis’ based on the practical job experience of the internship program. Here, the job description and responsibilities are added. Here, the overall training and development process of SGS Bangladesh Limited is clearly illustrated along with an organogram of HR division. **Chapter Six** is the ‘concluding part’ which includes ‘Findings and Analysis’ of the observation evolved from the internship program and try to give some recommendation and conclusion. In a nutshell, it can be said that this study finds a very undertaking and positive tone of growth for SGS Bangladesh Limited. The Human Resource Division of the company is always try to focus on continuous learning which refers more competitive learning process day by day and also prompts the expectation on that the proper training and development process will be completely established in the company for the successful manpower accumulation.

Chapter: 01

Introductory Part

1.0 Introduction

Employee training tries to improve employee's skills or add to exciting level of knowledge so that employee is better equipped to do his present job, or to prefer him for a higher position with increased responsibilities. However individual growth is not and ends itself. Organizational growth need to be measured along with individual growth.

Training refers to teaching or leaning activities done for the primary purpose of helping members of an organization to acquire and apply the knowledge skills, abilities and attitude needed by that organization to acquire and apply the same. Broadly speaking training is the act of increasing the knowledge and skill of an employee for doing a particular job.

People are a company's most important assets as they can make or break the fortunes of a business. In current times, highly competitive business environment, placing the right people in the right training is very difficult for the success of any organization. Training for an inspecting company is very important for achieving their future goal. Human Resource Planning is an essential ingredient for the success of any organization in the long run. There are a number of techniques that need to be followed by every organization which guarantees that it empowers the right number and type of people. Training and development plays a vital role during such situations. With shortage of skills and the rapid spread of new technology persevering considerable pressure on how employers perform the after training activities, it is recommended to conduct a step-by-step strategic analysis of training and development processes. SGS Bangladesh limited which is the world's leading inspection, verification, testing and certification company.

1.1 Purpose of the report:

This report has some purpose along with training and development process in SGS Bangladesh Limited. to get a clear concept of training and development process in the organization.

1.2 Scope of the report:

This study makes an attempt to cover within its scope almost all the significant aspects of learning and development process which followed by SGS Bangladesh Limited.

It gives an opportunity to do a potential work where I can show my personal views, ideas, creativities and etc.

1.3 Objectives of the report:

Every task is undertaken with primary & secondary objectives; without any objective, the task is rendered meaningless. These objectives for undertaking this report are:

Primary Objective:

- To discuss about the company of SGS Bangladesh Limited as a whole with describing how they usually maintain their training & development section which can be a role model for other inspecting company.
- To understand the training and development process of SGS Bangladesh Ltd.

Secondary Objectives:

- To define the performed environment of the SGS Bangladesh Limited.
- To explore different term of training & learning part of SGS Bangladesh Limited.
- To find out how SGS have operated their endeavors.
- To know how they practicing their training & developing part.

- To give suitable recommendations to uplift the training and development process.

1.4 Methodology of the report:

The methodology is a systematic way to gather the information which is applied to establish a report. In this internship report, the data is gathered through both primary and secondary sources.

Primary Source: As this is an internship report, the major concepts of the topic have come through active participation and observation of three (03) months internship program in Human Resources Division, SGS Bangladesh Ltd. Besides that some questionnaires were asked to the concerned personnel for comprehending the concept more.

Secondary Source: Besides the primary source, some data has collected through different books, articles and website, others report on Internship project on Hr department of UIU.

1.5 Limitations of the report:

The following limitations are faced during the course of the study.

- i. **Shortage of time:** Time shortage is a big constrains. This is really difficult to absorb the vast area of corporate experience within such short time. And so the time constraint of the study hindering the course of vast area and for preparing a report within the mentioned period is really difficult.
- ii. **Busy working environment:** The officials had some rush with their huge routine work. Thus, the assigned internship schedule from the manager could not be followed properly.
- iii. **Insufficient data:** Sensitive company information cannot be displayed in this report. Due to confidentiality of the department, some delicate information cannot be collected.
- iv. As SGS is a multinational company, internet information is not sufficient.
- v. As per company policy financial data are not accessible.

- vi.** I worked most on the Recruitment sector rather than my internship topic “Training & Development” part.
- vii.** Their training and development functions too concise than their other Function.

Chapter 02

Literature Review

2.0 Definition of Training and Development:

Training: Training refers to the process of imparting specific skills. According to Reynolds et al (2004, pp.1) training is defined "as a set of activities which react to present needs and is focused on the instructor and contrast with learning as a process that focuses on developing individual and organizational potential and building capabilities for the future". Training refers to a planned effort or activity by an organization to facilitate the most effective use of people through the process of building job related competency. Easily training is a process by through this process done the employee development. Training is the formulation part for employees. Training is essentially a management tool derived to foster, develop, and increase skills and knowledge base of employees and also employers with a view to ultimately increasing both the employees and organizations performance in terms of efficiency, effectiveness, and overall productivity. Through training process people learn KSA (knowledge, skills & abilities). Mainly training gives the opportunity to learn a new things.

Development: Development to the learning opportunities designed to help employees grow. It is the ultimate result from training. And development is the implementation part. It is an advanced tool which essentially allows the employees to progress along a career plan or path with the skills and knowledge gained over time. It allows employees progress according to the needs of the organization. Developmental programs concentrate on broader skills that are applicable to a wider variety of situations, such as decision making, leadership skills, and goal setting. Development let to know the result of planning.

Employee Development = Employee Education + Employee Skills + Training Effectiveness + Employee Quality on given tasks.

2.1 Difference between Training & Development:

- Training is a learning process for a new employee by which they can get the basic or core skills for their job and Development is a continuous process.
- Training is a short term process and development is a long term process.
- Training is a formulation part and development is a formulation part.

- Through training process we learn KSA and when we implement KSA then it is development.
- Training gives the opportunity of learning a new things and Development will let to know the result of planning.
- Basically training focuses on the job position and development gives the emphasis on developing a successful career path.
- In training, objectives are specific & well defined and in development objectives are much border.
- A company designed a training program and by an expert they teach their employees. However, in development the focus is given on individuals.

2.2 Training & Development Process:

Training & Development process is an organizational activity by which an organization can improve its employee's performance & group performance. Training process is a significant activity both for the organization as well as the organization also. In modern industrial environment training is most important for technological development of the employees. The management should ensure that a training program should endeavor to bring the positive changes in the organization as well as for the individuals.

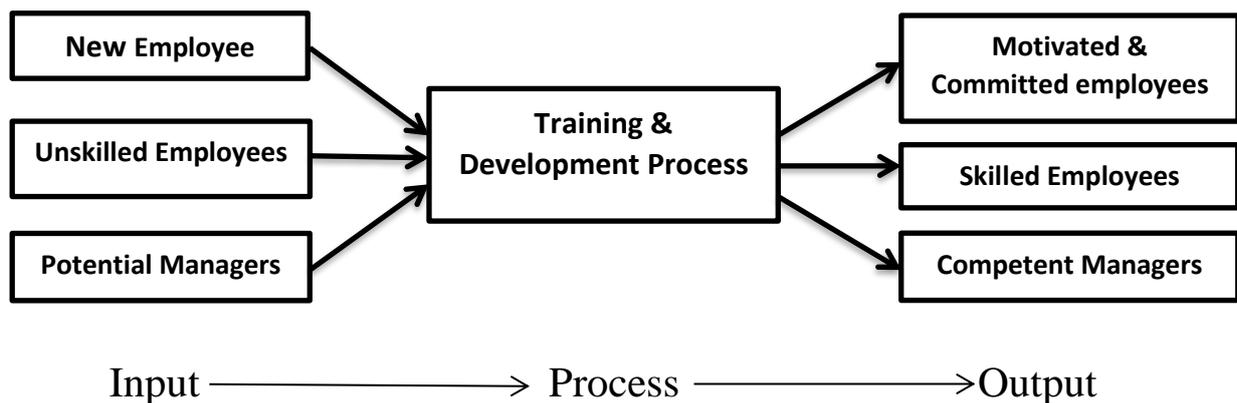


Figure: Training & Development Process

“Training is systematic development of the knowledge, skills and attitudes required by an individual to perform adequately a given task or job”. (Source: A Handbook of Human Resource Management Practice, Kogan Page, 8th Ed., 2001) According to the Edwin B Flippo, “Training is the action of expanding knowledge and skills of an employee for doing a especial duty. The term ‘training’ indicates the process involved in improving the talents, skills and abilities of the employees to perform specific jobs. Training helps to improving old talents and developing new talents. ‘Successful candidates are placed on the jobs need training to perform their duties effectively’.

The principal objective of training is to make sure the availability of a skilled and willing workforce to the organization. In addition to that, there are four other objectives: Individual, Organizational, Functional, and Social objectives played a vital role.

- **Individual Objectives:** This types of objectives are too much assist able for employees in achieving their personal goals. By which increased the individual contribution to the organization. Individual objectives are very much important for an employee’s personal growth.
- **Organizational Objectives:** An organizational objective help the organization with its primary objective which bringing individual effectiveness. Without organizational objectives an organization can’t achieve its primary goal for being successor.
- **Functional Objectives:** Functional objectives are observing all the department’s contribution for its organization. Functional objectives meet the organization’s needs. Without functional objectives an organization can’t reach their goal. This objectives are very much important to run an organization properly.
- **Social Objectives:** Social objectives played an effective role for an organization. Without contributing in social responsibilities an organization can’t do its best. Social objectives ensure that the organization is ethically and socially responsible for an social environment. Social objectives fulfilled social needs or challenges.

Further, the additional objectives are as follows:

- To build the employees both new and old to meet the present as well as the changing requirements of the task and the organization.
- To confine obsolescence & updating.

- To present the basic knowledge and skill in the new enterer that they need for an excellent performance of a particular task.

- To make the employees for the superior level tasks. Develop their current activities as well as their skills also.

- To assist the employees to function more effectively in their present positions by exposing them to the latest

Concepts, information and techniques and developing the skills which they will need in their especial fields.

- To build up a second line of competent officers and prepare them more responsible for the superior positions.

- To ensure smooth and efficient working environment for all the departments in an organization.

- To ensure economic output in a country. And to ensure all the social aspects done by an organization.

2.3 Types of Training:

In different industries & organizations they are following different practicing. So the need of training & development programs is depending on the requirements of the job profile. Therefore, there are various types of programs given by different authors. The types of training & development programs are as follows:

1. On the job training:

Job Instructions

Apprenticeship & Coaching

Job Rotation

Committee Assignment

Internship training

Training through step by step

2. Off the job training:

Class room lectures

Programmed Instructions

Simulation Exercises – Business Games, Case Study,

Audio-visual Method

Vestibule Training

2.4 Training & development program stages:

Training should be conducted in a systematic order so as to derive expected benefits from it.

The training system involves mainly four stages, namely:

- a. Assessment of training & development program's needs.
- b. Designing the training & development programs.
- c. Implementation of the training program.
- d. Evaluation of the training program.

These stages are very important to occur the training & development process properly. No one step can't skip. For completing the whole process. Stages are need to done step by step.

Chapter: 03

Internship Responsibilities

3.0 Job Title: Internship Program

3.1 Job Position: Intern

3.2 Job Description: As an intern of SGS Bangladesh Limited, I was assigned to work under the HR department. By this I get the opportunity to learn about the corporate tasks of Human Resource Management in different span of this sector.

3.3 Job Responsibilities:

Recruitment & Selection

- ✓ Processing manpower requisition.
- ✓ Preparing & checking Job Description.
- ✓ CV sorting, communicating with candidates, & conducting interview.
- ✓ Joining new employee & preparing personal files.
- ✓ Scanning necessary documents for the seniors.
- ✓ Preparing the interview appraisal form for the candidates.
- ✓ Checking their answer sheets.

Compensation & Benefit Managements

- ✓ Checking sub-Contact employee's bill.
- ✓ Processing PRB (Profit Revenue Bonus) & increment process.
- ✓ Processing attendance & leave.

General Administration

- ✓ Conducting Exit Interview Form.
- ✓ Preparing Office order & memo.
- ✓ Monthly inventory checking.

Chapter 04

Organizational Analysis



4.0 Company Profile:

SGS is the world's leading inspection, verification, testing and certification company. It is recognized as the global benchmark for quality and integrity. SGS has more than 97,000 employees. It operates a network of more than 2,600 offices and laboratories around the world. SGS began as a grain inspection house, and has steadily grown into the industry leader. They have done this through continual improvement, innovation and dedication to meet the needs of their valued customers. SGS core services can be divided into four categories, they are described in the below:

- i. **Inspection:** It has a comprehensive range of world-leading inspection and verification services, such as checking the condition and weight of traded goods at transshipment, help you to control quantity and quality, and meet all relevant regulatory requirements across different regions and markets
- ii. **Testing:** SGS global network of testing facilities, staffed by knowledgeable and experienced personnel, enable to reduce risks, shorten time to market and test the quality, safety and performance of products against relevant health, safety and regulatory standards.
- iii. **Certification:** SGS enable to demonstrate that products, processes, systems or services are compliant with either national or international standards and regulations or customer defined standards, through certification

- iv. **Verification:** SGS ensure that products and services comply with global standards and local regulations. Combining global coverage with local knowledge, unrivalled experience and expertise in virtually every industry, SGS covers the entire supply chain from raw materials to final consumption.

In Bangladesh SGS provide their service since 1974. At current time, SGS operate principally in Dhaka (Gulshan-1 & Karwan Bazar), Chattagram and Khulna. SGS Bangladesh offer consumer testing, systems and services certification, and services for agricultural, government and institutions, oil, gas and chemicals, industrial and environmental projects.

Its core business is consumer testing with a dedicated textile, garments and food testing laboratory in our Dhaka head office. It spans 28,000 square feet across several floors of the Noor Tower. In current, SGS Bangladesh Limited has 950+ highly qualified personnel overall in Bangladesh with several types of employees like; Permanent employees (673), Temporary employees (20+) & Sub-Contract employees (271). The laboratory is accredited by The National Accreditation Board for Testing and Calibration Laboratories, India (NABL). NABL accreditation is in accordance with ISO/IEC 17025.

It provide soft lines, hard lines and food services with a complete range of testing, inspection, assessment and technical assistance services for manufacturers, traders and retailers. SGS can provide consumer testing for everything from textiles, garments, home textiles, footwear and leather products to handicrafts, household utensils, ceramics and seafood. It also provide a full range of independent quality and quantity inspection services for agricultural, industrial, oil, gas and chemical products. SGS also offer container scanning services to the government through the National Board of Revenue (NBR) and Customs. It also provide a wide range of certification services, including ISO 9001, ISO14000, ISO 22000 and more.

In addition, SGS provide product conformity assessment services under contract with the governments of Kenya, Egypt, Uganda, Korea, Tanzania, Burundi, Saudi Arabia and many other countries.

4.1 Mission:

To insure Customer needs are met, enhance development and satisfaction of employees as well as increase trust of their clients & customer.

4.2 Vision:

SGS aim to be the most competitive and the most productive service organization in the world. Core competencies of SGS Bangladesh are inspection, verification, testing and certification are being restlessly improved to better class. They are at the heart of what we are. By ability SGS choose markets and determined by competitive and to consistently deliver unique service to our customers all over the world.

4.3 Values:

SGS ask to be characterized by their passion, integrity, entrepreneurialism and their innovative spirit, as they continually strive to fulfill our vision. These values guide them in all that they do and are the bedrock upon which their organization is built.

4.4 SGS Business Principles:

SGS has six business principles. They are:

- i. Integrity (Making sure we build Trust).
- ii. Health & Safety (Making sure we establish safe and healthy workplaces).
- iii. Quality & Professionalism (Making sure we act and Communicate Responsibility).
- iv. Respect (Making sure we treat all people fairly).
- v. Sustainability (Making sure we add long-term value to society).
- vi. Leadership (Making sure we work together and think ahead).

4.5 SGS Slogans:

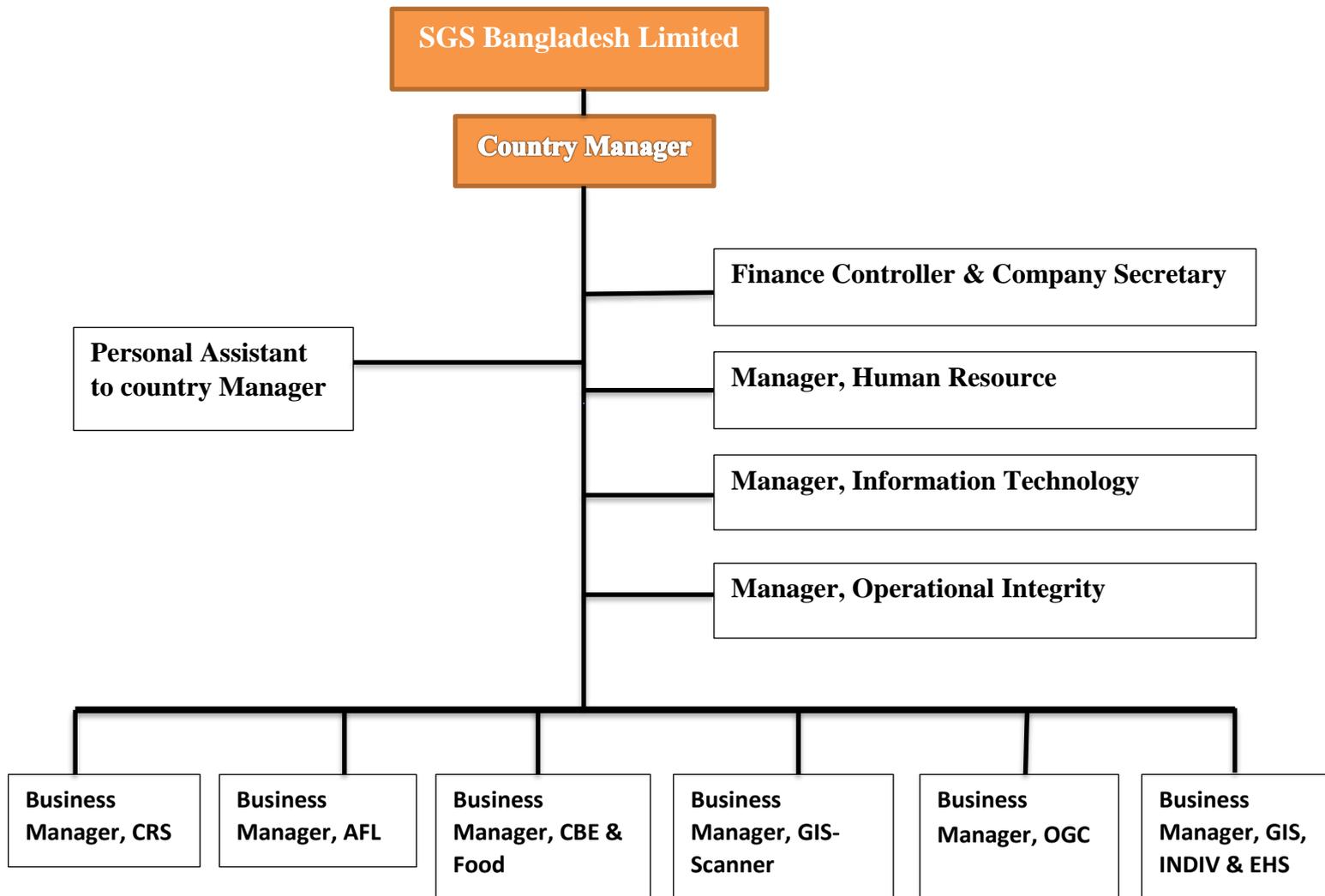
- WHEN WE NEED TO BE SURE
- THINK
- LOOKING AHEAD

4.6 History:

SGS established in 1878, SGS transformed grain trading in Europe by offering innovative agricultural inspection services. The Company was registered in Geneva as Société Générale de Surveillance in 1919. Shares were first listed on (SWX) Swiss Exchange in 1985. Since 2001, it have only one class of shares consisting of registered shares.

From our beginnings in 1878 as a grain inspection house, it have steadily grown into role as the industry leader. SGS have done this through continual improvement and innovation and through supporting our customers' operations by reducing risk and improving productivity.

4.7 Organogram of SGS Bangladesh Limited:



N.B: From the organogram, it can be told that this company is a 'Tall Structured' company. So, here all decisions are coming from the top management and the instructions are going through the high layer of the workforce.

Chapter: 05

Training and Development Part



Training Process of SGS Bangladesh Limited:

Training and Development refers to the imparting of specific skills, abilities, and knowledge to an employee. Therefore it can be said that Training and Development is an attempt to improve the current and future employee performance by increasing an employee's ability to perform through learning, usually by changing the employee's attitude or increasing his/her skills and knowledge. SGS Bangladesh Limited spends a huge amount of money on their training and development programs. Each employee of SGS Bangladesh Limited goes under these training programs which help them to perform better on the job. These training and development programs are conducted both for the new and existing employees.

Before discussing the training process I have to explain diagnostic approach which is helpful to find which training need to provide for each employees of an organization.

5.0 Diagnostic approach

It consists of four stages which can help to the training program in a proper way. It can help operating manager's focus on a set of relevant factors. It offers a map that aids a person in seeing the whole picture or parts of the picture.

Step 1: Diagnosis

Diagnosis is the part of analysis the problem whether the problematic employee's performance is decreasing the cause of lack of performance or not. Firstly, an organization

need to identify the core reasons of poor performance. The process by which we will collect the information is the personal interview method. SGS Bangladesh Limited apply diagnosis step if they find out any immature or problematic employee.

Step 2: Prescription

This is the planning phase by which an organization tries to sort out the problems. Transition period of the planning will be extended 3 to 6 months. In this phase SGS Bangladesh provide supervisor to consult with that problematic employee & try to find out the basic problem, If necessary then SGS HR team also provide consultancy for sort out.

Step 3: Implementation

In this stage need to allocate all the resources to implement the plan and call the employee for a second time and explain about the whole process & evaluation method.

Step 4: Evaluation

There are two types of evaluation which can an organization to evaluate the employee past performance with the present performance. Two types of evaluation are-

Process evaluation- Process/implementation evaluation determines whether program activities have been implemented as intended. Process evaluation used for running the day to day activities.

Outcomes evaluation- Outcome/effectiveness evaluation measures program effects in the target population by assessing the progress in the outcomes or outcome objectives that the program is to achieve. SGS Bangladesh Limited evaluate the employee's past & present Performance for accurate result.

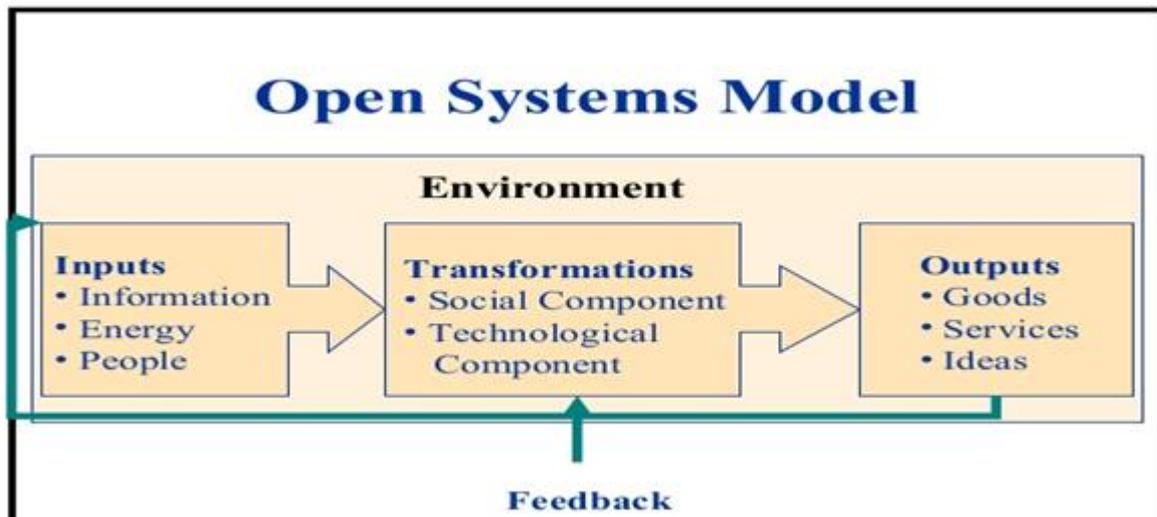
5.1 Training Process Model:

There are two types of training process model. They are:

- (a) General Open System Model &
- (b) General Performance Model.

(A)General open system model:

General open system has a dynamic relationship with the environment. The Open System (OS) model give rise to a general model that can guide the diagnosis of entire institutional sectors, sets of organizations, individual organizations, divisions, or units within organizations. Any organizational system may be described as being composed of interdependent components. Three components are here: One is input, second one is process and final one is output.



General open system model of SGS Bangladesh Limited:



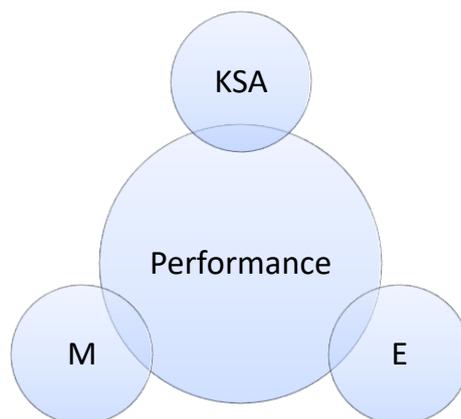
(B) General Performance Model:

This model indicates that a person's performance depends on the interaction of motivation, key performance indicator (KSA) and environment. It depends on these three elements. It shown by a equation;

$$KSA \times M \text{ (motivation)} \times E \text{ (environment)} = 0$$

(If any element is 0 then the final answer will be 0 as well as)

General Performance Model OF SGS Bangladesh Limited:



5.2 ADDIE MODEL of SGS Bangladesh Limited:

The **ADDIE model** is the ethnical process. This process generally used by educational planner and training developers. The training process begins with some types of triggering event. Triggering event is the reorganization of organizational performances deficiency (OPD). Training event is occur when $AOP < EOP$ (Actual < Expected). Training event has five stage. They are:

- a) Training Need Analysis (TNA stage),
- b) Design,
- c) Development,

- d) Implementation, and
- e) Evaluation- represents a progressive, flexible guideline for forming a fruitful training and performance support tools.

These five stages are described in the bellow:



First step: Training Need Analysis (TNA)

SAMPLE TRAINING NEEDS ANALYSIS TEMPLATE

Employee Name:						
Position Title:						
Purpose:						
Major job tasks for the position	Training/skills development required?		If yes identify what training needs exist.	How will this be achieved? (e.g. on the job, external training)	When?	Who to organise? Training provider?
	Yes	No				
What do we want to achieve in the period ahead?						
Where can you/we see your career moving in the next two years?						
How are we going to make this happen?						

In this TNA stage, mainly point out the imperative difficulties. Firstly, identify the gap between actual & estimate performance. In this stage analyze that what are the need both for training (KSA) & non-training (motivation, equipment etc.). Here all needs are not prioritized. If there is a need for non-training then go for the next step. The goals and objectives of the education is to placed and developed the learning environment. TNA identified learner's subsisting knowledge and skills. During the analysis phase some questions are addressed in the below:

- * Who are the customers and what are their prominent?
- * What are the new behavioral outcome?
- * What types of learning obedience subsist?
- * What are the distribution options?
- * What are the online instructional thoughts?
- * What is the timeline for finishing the whole project?

Step 2: Design step

The design step deals with learning destination, assessment instruments, exercises, content, subject matter analysis, and lesson planning and media selection. On the basis of information normally do planning. The design phase should be methodic and generic. Methodic means a rational, orderly method of identifying, developing and evaluating a set of planned strategies which targeted for performing the project's goals. Generic means each element of the instructional design plan needs to be accomplished with attention to details. To eliminate the causes what types of benefits or support will get from the organization.

Some steps are using for the design steps. They are in the below:

- *Project's documentations: educational, ocular and empirical design strategy.
- * Submitting educational strategies according to the cherished behavioral outcomes by domain (cognitive, affective, and psychomotor).
- * Design the user interface and user perception
- * Prototype generation.
- * Implementing visual design (graphic design)

Third stage: Development

In this development stage developers create and gather the patient assets which were making in the design phase. This study mainly experimental study. Programmers work to develop and implementing technologies. Inspector carries out debugging methods. The project is reconsidered and revised according to any feedback given. In this stage, if the result of the sample study is positive then will go for the main plan & implement the main plan. And if the result of the sample study is negative then need to start from the analysis stage again (Analysis stage → Design stage → Development stage)

Fourth stage: Implementation

During the implementation stage, the facilitators and the learners are developed. The facilitators' training should cover the course syllabus, learning outcomes, process of delivery, and trying process. Giving training on new tools (software or hardware), student registration etc.

This is also the stage where the project manager ensures that the books, hands on equipment, tools, CD-ROMs and software are in place, and that the learning application or Web site is working. After implementation is to check up the training is fulfilling the planned work. If there are some lacking then improve those lacking.

Fifth stage: Evaluation

In the evaluation stage form with two parts: process evaluation and outcome evaluation. Process evaluation is exist in each stage of the ADDIE process. It's like role playing or group discussion by which training objectives will acquire or not. By outcome evaluation the training process can be measure. If the result is negative then restart the whole process.

These are the five stage by which the whole training process can be done systematically & gradually.

5.3 Types of Training:

In training process there are mainly two types of training: On the job training & Off the job training. Here, SGS Bangladesh Limited provide both On the job and Off the job trainings.

On the job training: It means when employees are work in an organization and learn work/tasks by doing in the work place it is called on the job training. That means SGS Bangladesh provide work project to the employee and learnt them by the process. Mainly in laboratory section SGS Bangladesh provide most of the on the job trainings for creating them more friendly to the laboratory machineries. So, they provide on the job training to their employees for their betterment. SGS Bangladesh limited have their own training department in their corporate office. In this type of training there are three processes. Like;

- a) **Job-rotation:** Vertical:- Single skilled development. Example: HR Head.
Horizontal:- Multi skilled development. Example: Country manager, CEO.
- b) **Assistant to positions:** The person is selected for a trainee who is facilitator cum mentor. A trainee's learning procedure deal by the mentor. As for me my supervisor Azharul Uddin plays the role of assistant to positions.
- c) **Committee Assignment:** It is one kind of multi tusker group or cross functional team. Group members depend on the size of a project. Mainly for audit sector of SGS Bangladesh Limited this type of committee assignment is created.

Off the job training: When employees are trained and skilled then an organization provide Off the job training. Off the job training basically, right person, right kind of training with the right kind of goal. Sometimes if needed then SGS Bangladesh Limited provide Off the job training to their employees also. Basically upper level of employees are getting this opportunity to their up-coming future benefits. In off the job training there are several processes followed by SGS Bangladesh Limited officially or unofficially. They send their employee outside of the country like Thailand, India, USA . Generally in this organization off the job training program is provided only to a limited number of employees because of too much expenses. These off the job trainings are describe in the below:

- a) **Classroom lectures:** This is the most traditional way of teaching. This could be interactive learning session. Basically one way communication learning. For example, One day HR team called suddenly in meeting room by their HR manager for a learning session on a random topic of “*Negotiation Skill*”. That session is one kind of classroom lectures. That session is one of the most learning session I get from SGS.

- b) **Simulation Exercises:** This type of training is one kind of practical learning. Simulation is a technique. In the simulation technique an organization focuses on two types of technique practical & theoretical. It basically most focus on practical learning. For example, SGS Bangladesh provide fire-fighting training. For this training they create artificial environment & then practically trained for these kind of emergency situation. The main purpose of simulation exercises is to get quick, better and more accurate result for any kind of serious situations. Through this process SGS Bangladesh provide also experience to their employees for their safety purpose.

- c) **Vestibule Training:** All kind of technology related training are called vestibule training. It could be innovative and operative training. Innovative training means when a newly innovate technology learned by the employees like as use of HRIS Software. And operative training means those activities which are trained for daily or regular activities. For example, IT training.

Training Services by SGS Bangladesh Limited: SGS provide a superior & accredited training across a wide range of subjects and industries. It provide mainly three types of training Officially. Named :- Technical training, Soft training, Safety training. They are described in the bellow:

Technical Training: Technical training is the process of learning the skills which are needed to implement, maintain, support & operate a particular job or work. Technical training are job-specific training. More specifically technical training are the work related training. In RBS(Retailer Business Services) Department they provide technical training to their employee’s development. Technical training is most important training for an organization as well as individual also for running their working process perfectly.

Soft Skill Training: Soft skill training provide for improve in particular areas like presentation skill, communication skill, leadership skill, SDP (Supervisor Development Program). Several soft skill training areas are:

- Emotional Intelligence.
- Time Management.
- Interpersonal Skill.
- Problem Solving Skill.
- Leadership and Management.
- Team Building.
- Business Etiquette.

Safety Training: Safety training is the instruction of workers regarding the risks and dangers related to the organizational activities. SGS Bangladesh limited provide various kind of safety training for their employees. SGS is very concern about safety issues. In Noor Tower, regularly provide a 30 minutes session named *SAFE-TALK*, it is one of the part of safety training provided by SGS Bangladesh Limited.

Some other training are also provide by SGS Bangladesh Limited. They are described in the bellow:

- ❖ **Integrity Training:** Integrity is at the center of ethos at SGS, and SGS Bangladesh Limited run regular **training** sessions to help their staffs integrate their principles into their day-to-day business. They provide slide for integrity talk to their staffs.
- ❖ **Manufacturing Training:** Employees gain the knowledge which are need to meet the high manufacturing standards that apply to the industry. These kind of training provide by SGS,
- ❖ **Laboratory management Training:** As we know SGS is one kind of third party company and it's 80% work are done in the laboratory part so, laboratory management training is most important training. And it is one of the expensive training also. This training is more comprehensive training for laboratory and measurement management systems.
- ❖ **Environmental Training:** SGS provide some environment related training programs. A range of courses is learn to help improve sustainability and meet our environmental obligations.

- ❖ **Social Responsibility Training:** SGS provide social responsibility training to improve our social responsibility credentials with professional training.

5.4 Training Calendar:

Training calendar is the process of collecting and maintaining a training schedule. A training calendar is a very small workplace concession, and it can reap a lot of rewards & achievements. In fact, an organization can use a training calendar to manage the up skilling process of existing staff members. Plan the onboarding and training needs of new staff. SGS Bangladesh follows a training calendar every year. First of all they are allocating all training needed employees & then create TNA . After that according to importance Training & Learning Section of SGS Bangladesh Limited create a training calendar .And finally following the calendar SGS Bangladesh provide training to their employees for their continuous learning & growth. Through the training calendar an organization can easily identify their employee training needs. Training calendar is one kind of planned effort by which an organization planned their training sessions. Training calendar played a vital role to achieve organizational or individual rewards. For SGS they are always try to follow their training calendar through out the whole year. In SSG Bangladesh Training & Learning part of their company handled by the Executive Named Mehrab Islam.

Chapter: 06

Concluding Part

6.0 Findings & Analysis:



During my internship in SGS Bangladesh Limited, Specially HR team helped me a lot to know about the company very properly. As well as SGS Bangladesh Limited has a good practices that they have introduced with their intern & give a visit to their all functions So, I get the opportunity to find out some observation for the company are given bellow:

- Employees of all departments especially HR team is very supportive & co-operative.
- SGS arrange different training for employees to improve their knowledge and skills but that is not sufficient for developing themselves.
- SGS Bangladesh provide training to the outsider also. Like; MS Excel, training on Leadership & team management, Safe-talk, Integrity talk etc.
- Number of employees are not adequate so, if there is necessity to come at office in any holiday then company will bear expenses of that employee (like; transportation cost, food allowances for that particular day & any other cost related to the job or tasks.)
- SGS provide PRB (Profit Revenue Bonus) to the permanent employee around 20% of profit annually & provide Dress allowances benefit for the employees.
- SGS Bangladesh Limited has emergency action plan for each floor and you will find it on notice board near the floor entrance.
- First Aid Kits will be managed by designated first aiders. They will respond immediately if any accident happened and will provide first aid.

6.1 Recommendations:

- ✓ For creating more efficient and effective employees, SGS Bangladesh Limited needs to put more concern about their training and development function.
- ✓ SGS has too many customers, so their work load is very high. But they do not have sufficient employees for allocating all tasks. So they need to recruit more people in work place for minimizing workload.
- ✓ Some old machineries like; computer, printer, scanner, ac etc. need to be replaced. Due to those machineries employees facing problem during their working period.
- ✓ SGS need to take regular survey on their employees.
- ✓ Sometimes internet speed is very poor to do their task properly.
- ✓ First Aid kits needs to check regularly.

6.2 Conclusion:

SGS recognized as the global benchmark for quality and integrity. In Bangladesh, SGS Bangladesh Limited has been doing their business and properly maintaining social responsibilities. SGS has a strong network overall in Bangladesh. The main job is earning profit, creating job opportunity, through trade and commerce. Achievement of SGS Bangladesh Limited is beyond description. SGS Bangladesh Limited always try to contribute on national G.D.P and G.N.P. not only local business but also internationally. They always try to contribute to employee satisfaction and given to employees all types of compensation benefits with others complimentary benefits. It has always been a dream to be able to work for a highly reputed company. Here, interns are not treated as guests for three months. They also treated as the regular employee treated and every fresher must have to attend in six months training program known as provisional period to fit them in the organization. At last I can say that by follow the recommendations I mention above the training & development methods and procedure of SGS Bangladesh limited will be more effective and efficient. So, the employee will be more satisfied than that before. SGS Bangladesh Limited has some better strategy for their business purpose. In Training & Learning sector they are improving day by day & keep trying to make their employee up-to-date. Actually, SGS is trying to capture the whole market, for that they provide all types of needed training to their employees like as; Management training, On the job, Off the job training, Web based training, Skill development training Etc. So In Bangladesh SGS is going to the upper level with all of its activities and they created so many opportunities for the fresher & played an important role to reduce our unemployment rate.

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- ✓ Different Journals
- ✓ Different PDFs
- ✓ Text Books
- ✓ SGS various Documents.