



**NORTH SOUTH UNIVERSITY**  
**SCHOOL OF BUSINESS**  
**AND ECONOMICS**

**North South University**

Department of Management

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Submitted to: Shafquat Rafiul Alam

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## Letter of Transmittal

August 27, 2022

Shafquat Rafiul Alam

Senior Lecturer

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**Subject: Submission of HRM-360 report on the Human Resource Planning for Touch-Free AutoWash Company.**

Dear Sir,

With all due respect, we, the HRM360 section 1 students, are now writing a paper on "Touch-Free AutoWash," a company founded by Team Aspirants.

The group's members and I have worked hard to make the report as powerful as we possibly could. We would want to take this opportunity to thank you very much for helping us with the report and for your support. Without your help, we would not have been able to accomplish our goal.

We apologize for any small mistakes we may have made. Mention any alterations or recommendations you would want us to make. We would be happy to consider any recommendations you may have. We appreciate your cooperation and support during the whole semester. We are eager to hear more from you.

Sincerely,

Team Aspirants

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## Acknowledgment

We, The Aspirants would like to thank our Honorable faculty, Shafquat Rafiul Alam (SQT) sir for giving us this opportunity to learn and gain knowledge about the corporate working conditions. We were guided by him throughout the whole process. This project would not have been possible without help and support.

## Executive summary

This report was done on the overall HR planning for our company Touch-free Auto-wash. Touch Free AutoWash will be the first ever automated system car wash in Bangladesh. It includes the industry-specific SWOT and PESTLE analysis, HR policies, job analysis, and code of conduct of our new business. This report will provide information about the compensation and benefits of our employees and also the knowledge, skills, and abilities of our employees to carry out specific tasks.

## Introduction

Bangladesh is a highly populated country where major problems require major solutions. In Bangladesh, the car wash sector seems to be a profitable business as a very major part of the population uses private cars as their daily transport. The aim of this report is the human resource planning for our new business entry known as ‘Touch-free Auto-wash’. Touch-free Auto-wash will be the first ever automatic car wash in Bangladesh that uses only machines including conveyor belts to wash a car. This will be a major solution as it will ensure quality and save time unlike car wash with manual labor which takes a very long time in countries like Bangladesh where the population is very high. Our automated car wash system will wash cars using pre-programmed machines that will take very little time compared to a manual car wash. Another thing that we can promise is that our customers should not be worried about any sort of damage to their cars as the automated machinery will be imported from trusted brands abroad that are doing well for many years now with no customer complaints.

## Company logo

***Touch Free Auto Wash***





### **Mission**

“To provide a service that will save people’s valuable time and ensure great quality by making cars look as fresh as brand new.”

### **Vision**

“We aim to be the most reliable car wash business in Bangladesh.”

### **Goals**

- Successfully carry out the system without any early-stage failures.
- Ensure good quality service.
- Try to keep the service as affordable as possible.
- Focus more on time-saving methods.
- Recruit the best employees in this field of automated machines.
- Try to focus on complaints made by customers if there are any.

## Industry background

In Bangladesh, car wash services have been a booming business for quite some time. Therefore, we are looking to come up with a new concept for Bangladesh which will save people's time and provide better service at an affordable range. We are planning to introduce the automated car wash system in Bangladesh for the very first time.

The automated car wash method will use several machines that cooperate to clean the car. There are two methods for automatic car cleaning: roll-over and wash tunnels.

Rollovers are small machines with a variety of drying and washing systems, including brushes, water jets, wheel-washing, the application of shampoo, foam, wax, dryers, etc. When a user parks their car in the wash bay, turns off the engine and applies the handbrake, the machine drives back and forth according to the program chosen until the car is completely cleaned and dried. They are extremely adaptable devices, and their small size guarantees efficient washing over a small surface area.

In wash tunnels, the car is carried along the bay via a conveyor as washing and drying systems are mounted longitudinally as opposed to being integrated into the unit. Tunnels may accommodate a wide variety of automobile care arches and modules, including textile dryers, extra brushes, polishing arches, massage modules, and wheel washers. You can locate tunnels at high-throughput facilities because they can be over 30 meters long and wash multiple cars at once.

## Entrepreneurs' Background

### Position: Finance and Accounts Manager



North South University is where [Naima Tazreen](#) is pursuing her BBA. She oversees the department's finances and accounts at "Touch-Free Auto Wash." She will oversee every aspect of "Touch-Free Auto Wash"'s accounts. She will analyze and assess each financial choice made by the business. She will be in charge of overseeing the company's ongoing financial operations. She will be in charge of documenting and reporting all cash flow transactions for the company. She will be subject to rules and requirements relating to accounts receivable, accounts payable, payroll, VAT, and tax financial reporting, and maintaining financial controls.

### Position: HR manager

[Ayman Mohammed Shah Alam](#) attends North South University to pursue his BBA. He is a Human Resource Management major. He is extremely passionate about his work, possesses excellent leadership qualities, and has exceptional command of communication. He oversees HR for "Touch-free Auto-wash." He is in charge of the business's entire human resources policies. Along with leading and overseeing the routine activities of the Human Resources (HR) department, such as recruiting and hiring staff, managing pay, benefits, and leave, and enforcing corporate policies and procedures, he is also accountable for ensuring compliance with regulations, managing budgets, assessing staffing needs, designing training programs, and developing compensation plans.



**Position: Chief Operating Officer (COO)**

**Maisha Maliha** is doing her BBA at North South University. She is majoring in finance and human resource management. She oversees Touch-Free Wash as COO. She has enough expertise to oversee ongoing operations in a company. She is therefore anticipated to be a very capable and successful leader. She makes a very pragmatic choice because, in essence, she must decide who will be better for any resignation. She can monitor things and see things. She has a lot of leadership potential for other department heads. She treats her work with the utmost integrity. She assists the CEO in accomplishing the company's goals and vision to advance its existing situation.



**Position: Quality Control Manager**



Anika Nower is doing her BBA at North South University. She is majoring in Marketing and Human Resource Management. She is the Quality Control Manager of Touch-Free AutoWash. Her primary responsibility is to ensure the best quality of the service provided by the company. She is a great team player and has leadership skills. She will follow the company's HR policy along with all rules and regulations in addition to the relevant responsibilities and duties.

### **Position: HR Supervisor**

Nishat Tasnim is doing her BBA at North South University. She is majoring in Human Resource Management. She is the HR supervisor of “Touch-free Autowash”. She is responsible for cooperating with different recruitment agencies advertising job openings, planning and executing training sessions monitoring payroll, and managing employee relationships. She has great leadership skills along with good communication command and is very passionate about her job.



### **Position: Sales and Marketing manager**



Zareen Tasneem Zahra is pursuing BBA at North South University. She is majoring in Human Resource Management. She is the Sales and Marketing Manager of “Touch-Free Autowash”. She is responsible for researching marketing opportunities and planning and implementing that in all the new sales plans. She has good communication skills. She has great leadership qualities. She is very dedicated to her job and tries to fulfill all the duties and responsibilities properly.

## PESTEL ANALYSIS

P	E	S	T	L	E
Political	Economic	Social	Technology	Legal	Environment
-Government stability -Location -Rules and guidelines	-Economic growth -Employment rates -monetary policy	-Income distribution -Demographic influence	-Ensures safety -Artificial intelligence	-Taxation policies -employment laws	- environmental law -Tax and Financial laws

### Political Factor:

- **Safety regulations:** The government all across the world enforces very strict safety regulations around the automobile industry because driving cars and motorcycles could be extremely dangerous if safety measures are not taken. Government sets specific rules and guides and following these rules can make a company successful in no time.
- **Location:** Picking a place where they will run the business is important because certain places have some political restrictions and one can't run a business in a place where there is high political restriction.

### Economical Factor:

- **Economic growth:** The inflation rate of the country is increasing day by day which makes it very hard for some people to afford manual car washing production once every 3-4 weeks. Automobile car wash provides car wash at the cheapest rate based looking at the situation of the economic and inflation rate of the country which makes it easier for people to afford car wash.

### **Social Factor:**

- **The popularity of driving:** From a sociocultural point of view, the popularity of driving is increasing day by day. Families are seen to own more than one vehicle. This is a cultural phenomenon because it's not like people can get away by only riding by sickles or other vehicles like that. As time goes by, popularity is also increasing. Hence the usage is increasing as well. The more they use vehicles, the more they need to clean their vehicles, and that too spending no extra time.

### **Technological Factor:**

- **Artificial intelligence:** Technological advancement and its usage are gradually growing with time. Auto wash is totally technology based. It is made human-friendly so the old people can easily use it without having to face any extra problems. The whole process is just one button away. And it doesn't take any time at all. People with jobs are more or less always in a rush so it's very convenient for them. Also, on top of that, the automated car is always available as it is based on technology. So people can get their cars cleaned at any time they want.

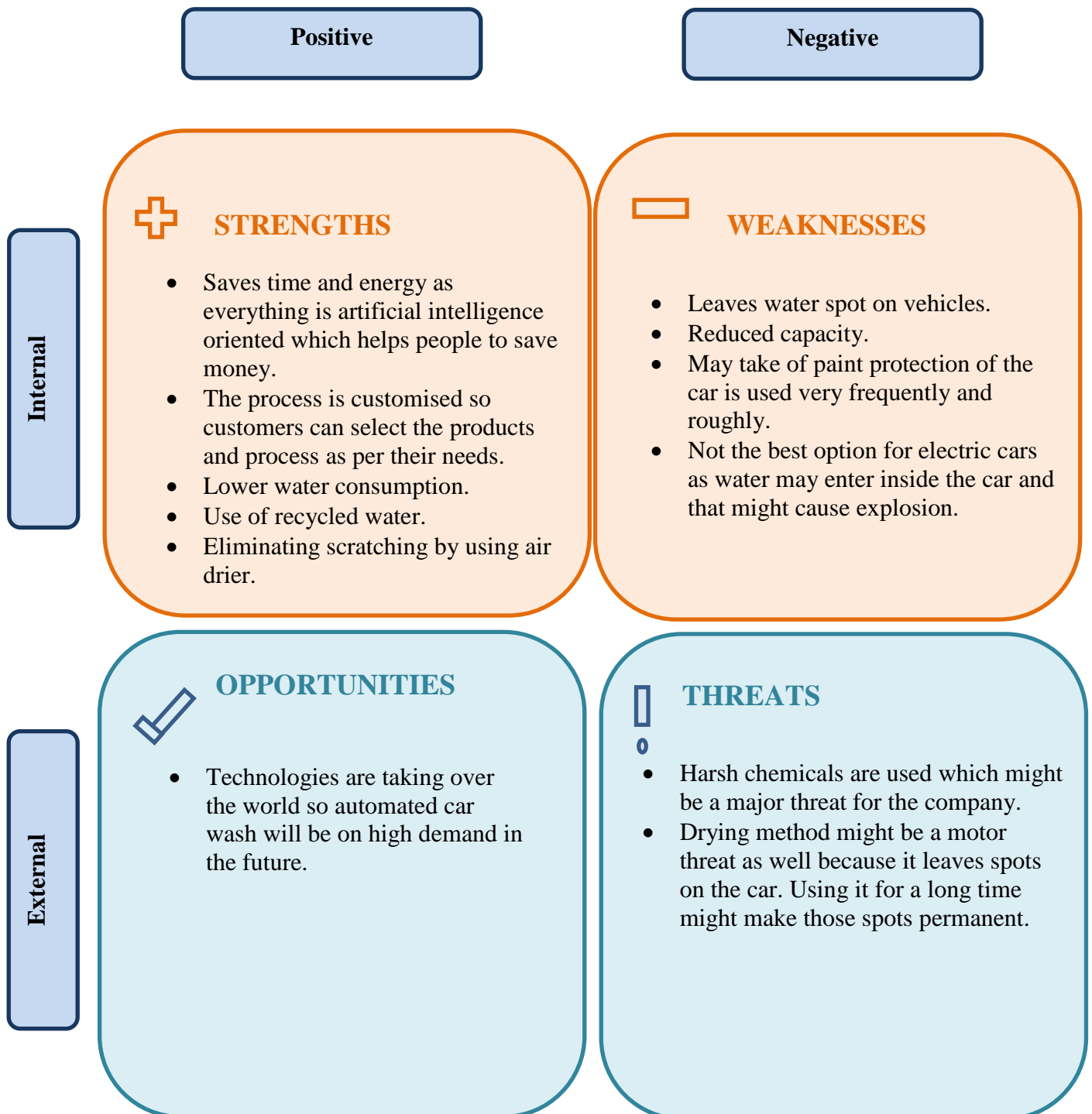
### **Legal Factor:**

- **Employment Laws:** The employer-employee relationship is very important for the company to grow. Certain laws should be set. There should be both federal and state laws. This includes certain subjects with the common goal or an employee's rights

### **Environmental Factor:**

- **Environment law:** Automated car washes are environmentally friendly. They measure how much water is needed and they recycle it. Also, it reduces the wastage of detergents and other products as everything is measured by artificial intelligence. Environmental laws are important as it is our responsibility to keep the environment healthy and harmless. An automated car wash does not make any mess both externally and internally.

## SWOT Analysis





## **Recruitment**

Touch-Free Auto Wash is looking for employees who are enthusiastic about their jobs and who can grow professionally by the demands and standards of the company. The qualities we will be searching for in the perfect candidate include adaptability, willingness to learn something new, adjustability, understanding of fundamental technologies, intellectual capacity, quick problem-solving capability, out-of-the-box thinking, and basic abilities. People from all walks of life are welcome to apply and advance because there are no entry barriers based on ethnicity or religion. The business supports the use of proactive measures to hire people from underrepresented communities. According to Touch-Free Auto Wash, loyalty is invaluable. For this reason, we think it's important to recognize long-term employees and give them chances to improve personally.

## **Recruitment Process**

The hiring and onboarding of employees are all included in the recruitment process, along with candidate identification, attraction, screening, shortlisting, interviewing, and selection ("Recruitment Process",n.d.). To hire the top candidates, the HR department is in charge of supervising the hiring process. To do this, they must first draw applicants by advertising job descriptions and information in numerous locations, including online job boards, fresh newspapers, and so on. After studying their advertisement, candidates can submit their applications after that. This requirement process consists of a few steps. Identify the skills and types of evaluations needed for that particular career before creating the job description and specifications. To hire the top candidates, the HR department is in charge of supervising the hiring process. To do this, they must first draw applicants by advertising job descriptions and information in numerous locations, including online job boards, fresh newspapers, and so on. After studying their ads, candidates can submit their applications after that. This requirement process consists of a few steps. Before creating the job description and specifications and advertising the position to possible candidates, identify what skills are necessary for that particular profession and what kinds of tests are required.

## Recruitment Sources and Tools

There are two sources of recruitment and these are

- Internal sources
- External sources

Touch-Free Auto Wash will conduct external sources of the recruitment process. The company will be able to have a wide range of applicants by conducting recruitment through external sources. Listed below are the external sources used by the company:

- **Advertisement:** The most popular and widely used method of external recruiting is the advertisement (“External Sources of Recruitment”, n.d.). The advertisements in newspapers and professional journals provide complete information on the company, the kind, and nature of the job position, the qualifications, and experience expected, the abilities needed, etc (“External Sources of Recruitment”, n.d.). This makes it easier for a person to assess himself in light of the requirements of a job and apply for positions that best suit him/her (“External Sources of Recruitment”, n.d.).
- **Campus Recruitment:** It has been standard practice in external recruitment to establish tight ties with educational institutions to recruit students with technical and professional degrees (“External Sources of Recruitment”, n.d.). Here, businesses go to technical, management, and professional schools to directly hire students for open positions (“External Sources of Recruitment”, n.d.). Campus recruitment is another name for hiring from educational institutions (“External Sources of Recruitment”, n.d.).
- **E-recruiting:** E-recruiting entails finding and evaluating potential applicants online (“External Sources of Recruitment”, n.d.). Several online job portals let job searchers submit their resumes for consideration by potential employers. Some of the well-known internet employment portals include naukri.com, monster.com, shine.com, etc (“External Sources of Recruitment”, n.d.).

- **Headhunter and Agencies:** The best way to find outstanding people for entry-level to mid-level employment is through agencies (“External Sources of Recruitment”, n.d.). Due to their extensive network, finding employment through them is simple (“External Sources of Recruitment”, n.d.). High-level personnel might be found through headhunters as well (“External Sources of Recruitment”, n.d.).

## Selection Process and Tools

An organization's selection procedure always begins with a job opening (Vulpen, n.d.). Every job posting ought to have a function profile that is precisely specified (Vulpen, n.d.). This should specify requirements including the quantity of required work experience, educational background, and skill level based on the job description (Vulpen, n.d.). As soon as we post and market our job position, applicants should start to apply. The selection funnel begins at this point (Vulpen, n.d.). Candidates proceed through a range of processes during the HRM selection process (Vulpen, n.d.). Typically, a funnel has five phases (Vulpen, n.d.). Five phases are listed below:

- Ability Test
- Interview
- References and Background Check
- Personality Test
- Psychological Test

## Orientation of New Employees

The process of acclimating new hires to their positions, coworkers, and the company is known as orientation (Verlinden, n.d.). It pertains to the brand as a business, how new workers fit in, and their significance (Verlinden, n.d.). The practices that we will follow in the orientation program are listed below:

- We will include authentic information (Verlinden, n.d.).
- General support and reassurance will be provided (Verlinden, n.d.).
- We will include the organization’s culture (Verlinden, n.d.).
- Make sure that future employees will have some quality time during the orientation (Verlinden, n.d.).
- We will explain the software properly (Verlinden, n.d.).

## Termination and Exit Interviews

Terminations sometimes can be very difficult. For whatever reason, it may often be tough and uncomfortable to decide to fire an employee (“Employee Termination Checklist and Exit Interview Questionnaire”, n.d.). Additionally, there are always some dangers; for instance, the employee can sue the company for wrongful termination (“Employee Termination Checklist and Exit Interview Questionnaire”, n.d.). Generally speaking, if the company can demonstrate that they fired an employee for legitimate business reasons and that they operated in good faith throughout the termination process, they can greatly lower this risk (“Employee Termination Checklist and Exit Interview Questionnaire”, n.d.).

The different forms of terminations at the company, include:

- a) **Involuntary Termination:** When a person is fired without good reason, it usually signifies that they are not being fired for their faults but rather for reasons linked to the business, such as the necessity to save costs by reducing staff or the choice to discontinue an entire division or product line. On the other hand, workers who are terminated for a specific reason are doing so for their motives. This might be the case because of poor performance, company rules violations, involvement in any form of harassment, etc.
- b) **Resignation:** Every employee has the freedom to leave the organization whenever they want. However, they must give two months' notice and provide a strong reason for leaving. They must pay two months' worth of salaries or risk legal consequences if they don't give two months' notice. Additionally, an employee will not qualify for a provident fund if they leave the company before serving for at least four years.
- c) **Conditional Employment:** When an employee is recruited on a conditional basis, their employer is free to fire them whenever they want. If a worker was employed with particular expectations that were later broken, they may also be fired.

## **Exit Interviews**

An exit interview is a discussion that takes place between a company and an employee who has decided to leave the organization (Enright, n.d.). The organization will be able to learn why people are leaving, how their experience was, and how they can enhance the business going forward, among other things, by conducting exit interviews. All employees, including those who will be fired from their jobs, will participate in this departure interview since the organization can learn from the experiences and recommendations of those who have been fired.

## **Training and development policy**

### **Career planning**

"Touch-free Autowash" is concerned about its employees. So our company has always ensured that employees would get enough training from us to help them improve their performance and build their careers.

Effective career planning will help employees toward a more meaningful career and boost future awareness of many opportunities that arise throughout the employee's journey with the company. Besides, managers will ensure employees' work efficiency by analyzing their performance and skill; according to that, our organization will offer them the necessary training to get the most effective outcome from them.

- To improve employees' knowledge, skill, and abilities to meet the organization's goal, "Touch-free auto-wash" will provide its employees with the necessary training facilities.
- Managers will analyze and monitor the performance of their employees and provide them with long-term career planning and guidance throughout their careers.
- We encourage our employees to attend different self-development programs that would benefit them.

## Assessment

The organization requires employees to understand the gap between their knowledge, skill, and capacity before offering them proper training and development. The training evaluation process must be done according to the company's policy. The company's policy would benefit both employees and the company by identifying employees lacking and training them according to their needs. The need assessment process will help the organization achieve its strategic goals by enhancing each employee's potential and bringing their inner adeptness to the forefront.

- **Personality assessment:** In personality assessment, the employees will be evaluated based on their job performance. According to the assessment, the employee will get training for improvement. When our employees are recruited, they have to undergo a personality test to get the job. This personality test will help the company know about the employee's characteristics, abilities, skills, strengths, and weaknesses. Besides, managers can help employees in their career development.
- **Organizational assessment:** Mainly, experts or HR professionals would conduct the assessment process to ensure that employees get proper support. Both organizations and employees would benefit from this evaluation as they could analyze the improvement needed to overcome the problems and challenges and help solve the issues such as work-life balance, health, safety, and others.
- **Task assessment:** How employees do their job would break down into smaller steps to identify the capabilities that will help them perform their tasks. It also makes the managers understand that the skills, abilities, and knowledge are needed to give more emphasis to performing their tasks efficiently.

### **Skill based training**

- **On-the-job Training:** In on-the-job training, employees perform their tasks under the supervision of peers or managers. While performing their job, they get instructions from seniors; that is how they learn their tasks. This training is designed to increase employee productivity and broaden their skills.
- **Self-directed learning:** In self-directed learning is a method in which an employee will be responsible for all his or her learning. This method will help the employees in increasing the growth of their career development.
- **Team training:** Team training is one of the most effective methods for increasing employee performance. A team will train the employees to enrich their knowledge about the job and make them proficient in their tasks.

### **Time off Programs**

#### **Leave Policy**

Touch-Free Auto Wash Company takes account into each employee's vacation and special event. The HR department of the company will examine how long an employee has been with the organization and depending on that they determine which employee is eligible for paid leave during their vacation and which are not. The employees will be informed about their leave policy while recruitment. The Human Resource Department of Touch-Free Auto Wash Company plans its leave policy considering some points. They are:

- The HR department of "Touch-Free Auto Wash" works hard to give its workers the best support while being mindful of the nation's regulatory framework.
- As per the company's policy, the weekly holidays are Friday and Saturday.
- According to Bangladesh's Labor Law, every employee will receive 10 public holidays and 14 federal holidays. Apart from that if an employee needs extra leave they must have to apply to the HR department at least 3 days before wanting to take their vacation.

## Paid leaves

There are several different sorts of paid leave, including excursion leave, wiped out leave, individual leave, family medical leave, memorial service leave, and occasion leave. Our company will not discriminate as an organization based on race, sexual orientation, religion, or any other protected characteristics while offering time off from work.

- **Casual Leave:** As per the labor law 2016, Our company will offer 10 days of casual leave to each employee will full wages in a calendar year. ("Leave and holiday Under Labor Law - counsellaw.com (CLP)", 2022). A maximum of four days of leave may be taken at once, and unused leaves cannot be carried over to the next year. The employee has to notify the HR department at least 3 days before they want to take the leave. In case of emergency, 3 hours earlier notice can be considered.
- **Annual Leave:** Only those workers who have worked for the company for at least a year are eligible for annual leave. The yearly leave shall be computed at the rate of one day of paid leave for every 18 working days, as stated in Labor Act 2006 Section 117. ("Leave and holiday Under Labor Law - counsellaw.com (CLP)", 2022). Permission before two months is a must before the leave is taken. However, 15 days prior notification is permitted in cases of emergencies. Employees are permitted to be replaced the leaves in the next year if they do not use their leave.
- **Medical and Leave:** The HR department will grant 20 days of fully paid sick leave only if the employee can show legitimate medical reports. However, by our corporate policy, they will only receive half of their salary after 20 days.
- **Maternity Leave:** By the Maternity Leave policy of the Bangladeshi government, our company would grant our female employees 6 months of maternity leave. ("Maternity leave up to 6 months of baby's age for new govt job entrants", 2022) This leave will be applicable only for the first two children. After then, the policy of unpaid leave will be in effect. They must inform the HR department at least two months before they want the vacation.
- **Paternity leave:** The male employees of our company can take 3 weeks of paternity leave. And it is also applicable only to the first two children. ("Maternity leave up to 6 months of baby's age for new govt job entrants", 2022)



- **Festive Leave:** All employees are eligible for 11 days of paid festive holiday each year. These holiday leave dates and days are set by the Bangladeshi government. . ("Leave and holiday Under Labor Law - counselslaw.com (CLP)", 2022)

## **Unpaid Leaves**

If a worker spends all his/her paid time off and wants extra leave they must go for the policy for unpaid Leave of Absence (LOA). They won't get any payment for that working day and this will break their service length which will may result in not getting their desired promotion.

## **HR Planning:**

### **Human Resource Planning and budgeting:**

Touch-Free AutoWash is a commercial organization with a few goals and objectives that it wants to achieve to succeed in the market. The HR department of the business does annual planning based on the aims and objectives of the business before allocating funds to ensure the plan's success. This planning procedure includes all of the HR initiatives that will help our business get where it wants to go. The initiatives are:

1. The HR department will initially assess which kinds of workers the business needs to achieve its goals and objectives while staying within budget. Following a thorough analysis, the recruiting and selection process will begin.
2. The company's assets are its employees. We must never stop working to advance staff. To improve the staff, the HR department will first do a needs analysis. They will determine who requires training and who doesn't by doing the evaluation, and they will then teach the personnel accordingly. After training, they will conduct an evaluation procedure and watch to see if the workers are using what they learned at work.
3. The HR division also makes long-term planning. They are thus concentrating more on internal hiring for mid and upper-level posts. So, succession planning is highly valued by Touch-Free AutoWash.

4. The method of termination is also included in their planning. Touch-Free AutoWash would never fire workers for minor issues that may be resolved with the right measures. To ensure a fair decision in cases of termination and layoffs, the HR manager and other HR higher-ups would regularly monitor all employee-related concerns.

### **Structure and Development of the Organization:**

The administrative structure of Touch-Free Autowash consists of five distinct departments. These include the departments of operations, sales and marketing, human resources, quality control, and accounting and finances. The CEO is at level 1, the highest position among seven levels of personnel in the organizational structure. The department heads that oversee and manage the high and mid-level managers provide information to the CEO, who then supervises strategic planning to achieve organizational goals and objectives. Mid-level managers, who oversee low-level managers and assistant managers, provide updates to high-level executives. Low-level managers are informed and oversee their assistant managers as they watch over and manage the workers that they are responsible.

Each department contributes differently. To achieve the company's aims and objectives, every department put in a lot of effort.

- **Operating Department:** To run the equipment and offer our clients the service, our operations department works. They guarantee efficient and effective service.
- **Sales and Marketing Department:** The sales and marketing division presents an overview of the service, offers price information, and selling points, and the platform advertises the service to boost customer engagement and works to persuade customers to use our service most effectively to boost business growth.
- **HR Department:** The primary responsibility of the human resources department of Touch-Free AutoWash Company is to manage all levels of personnel. This includes recruiting and selecting people, training them, paying them, managing their performance, and evaluating them.
- **Accounting and Finance Department:** All financial transactions and investments are calculated accurately and efficiently by the finance and accounting department.
- **Quality Control Department:** The quality control division makes sure that clients are getting the finest service possible from the business.

## **Merger and Acquisition:**

This procedure involves the merger of many businesses to operate together. This procedure impacts the firms and their employees because it involves several companies. Shortly, Touch-Free AutoWash may very well encounter this phase. Even while Touch-Free AutoWash never intends to combine with another business, there are occasions when it's difficult to hold out. The majority of businesses do not initially include HR in their operations; instead, they do so much later, which has negative long-term effects. But we won't want to make this error. Our HR staff will first carry out a thorough screening process so that we can have a clear picture of the working environment, rules, and other crucial components of the new business that will be working alongside us during this integration process. This integration will result in the creation of a new corporation. As a result, everything will need to be changed, which leads to conflict in the brand-new setting. Therefore, the company will need to make some changes to the policies and laws. Our HR department will properly fulfill its activities so that the organization can smoothly run towards its destination. The primary issue with this process is that some staff positions will be eliminated. When two businesses combine, it creates a single firm with a single position for that job if they are unable to grow the number of roles. Previously, two employees had comparable positions such as an HR executive, at two distinct businesses. As a result, many businesses must develop a layoff process. The HR department of Touch-Free Auto Wash will handle this issue by making fair decisions based on employee performance. Employees who lost their jobs as a result of this procedure would get just compensation. Additionally, the required benefits and remuneration for our employees will be adequately handled by our HR department, which will be more focused on these issues. If the other partner in this integration tries to terminate our employee, then it will reduce our company's productivity. So, to stop the other company from taking unfair steps after the acquisition against our company, Touch-Free AutoWash's HR department must have to be informed properly and included in the integration procedure.

## Employee and Community Relations

### Flexible Work Schedules

All levels of staff will have a healthy work environment at Touch-Free Auto Wash. There are alternatives for the higher and mid-level employees who often handle the major brain tasks of a company, even though all full-time employees can maintain daily 9 to 5 office hours, or 40 hours per week. If they choose to do so, they can be flexible with their work schedule. There are ways to have a flexible work schedule:

- **Flexi-time:** Employees will be provided with flexi-time opportunities where within a workday, they will be able to personalize their operational hours (“8 Types of Flexible Work Schedules For The Modern Work Force”, n.d.). Usually, all employees have to work 8 hours a day in the office. However, the employees can select their timing. For example, if the HR manager wants to come to work at 11 am instead of 9 am then he/she has to work till 7 pm to complete the actual working hours.
- **Alternative Schedule:** Flexibility will be given to those employees who will not be able to work throughout the typical Monday to Friday workweek (“8 Types of Flexible Work Schedules for The Modern Work Force”, n.d.). Such employees have the option of working the second shift, the night shift, or on the weekends (“8 Types of Flexible Work Schedules for The Modern Work Force”, n.d.).
- **Telecommuting:** Based on needs, only a selected number of employees will be able to work remotely from home or other locations using the internet.

### Attendance and Discipline

To ensure the effectiveness and performance of the business, the employees must be present during regular business hours. Without telling their department heads, someone will be considered to have violated the rules if they arrive late, take a day off, or leave early. The employees should be disciplined and should follow all the rules and regulations.

- If an employee misses work without giving prior notice, their salary will decrease.
- Anytime a person needs to take time off work due to a medical issue of any kind, they must notify their departmental heads and then provide them with a copy of their medical documentation.
- The employees’ punctuality is highly encouraged.

## **Suggestion and Grievance Programs**

Touch-Free Auto Wash takes employee grievances very seriously. It can lower staff morale, lead to inefficiencies, and raise absenteeism if it is not promptly resolved (“8 Steps to Handle Employee Grievances at the Workplace”,2022). The company is ready for a day when any employee might experience workplace discrimination, sexual harassment, or other problems. To resolve these problems and establish a fair working environment, we have a grievance procedure in place. Touch-Free Auto Wash is unquestionably pleased to hear from its staff members. Employees can voice their displeasure with their working conditions to the administration of each department. Any employee may make an appointment whenever they want to speak with senior management.

## **Regulatory Compliance**

We have a responsibility to uphold the laws and rules of Bangladesh as a start-up. Touch-Free Auto Wash will uphold a system where we make sure our human resource management ensures the organization's regulatory compliance with the Bangladesh Labor Act. One of the business compliances for startups is that we will follow “Standard employment contract terms and checklist of labor law compliance issues” (“Business Compliance for Startups”, n.d.).

## **Handbooks and Policies**

We will have employee handbooks where all important documents for the employees will be recorded. Employee handbooks will contain documents about the office environment, benefits and compensation, and performance reviews.

- **Office environment:** How, when, and where employees are expected to complete tasks are described in this section of our employee handbook (Barghelame, 2017). Work hours, work-from-home policy, lunch and break periods, policies on ways to keep the workplace safe, policies on accommodation for disabilities, and use of company equipment will be mentioned in this section (Barghelame, 2017).
- **Benefits:** Here, you should outline the advantages the company provides for the employees and discuss how they align with the principles we uphold (Barghelame, 2017). The information that will be provided is health benefits, disability benefits, employees’ company insurance, retirement plans, paid time off, and other leave policies such as sick leave, parental leave, etc (Barghelame, 2017).

- Compensation and Performance review: In this section, the policies that will be included are: paycheck deductions, payroll schedule, Job classification details, salary and bonuses, performance reviews, promotions and transfers, and travel and expense policy (Barghelame, 2017).

## **Employee Communications**

For an organization's success communication is very important. Staff morale and loyalty are increased through effective communication. Effective communication can lead to increase employee engagement, maintain workplace harmony, help to maintain a diverse workplace, Improves the employee experience, and encourage innovation ("What is employee communication and why it is more important than ever", n.d.).

For effective work, two-way communication is recommended. It is essential to any thorough approach. From the ground up, hierarchical communication will take place. Employees will connect with their immediate superior directly; this superior will then hear from his or her superior. The ideal way to exchange information is considered to be a face-to-face conversation. As a result, it will be simpler to provide insightful feedback and implement appropriate solutions, either by defining or fixing the issue.

We can also use technology to improve employee communication. To find the best material for our employees, for instance, our business can use outside content curation solutions ("What is employee communication and why it is more important than ever", n.d.). When the business organizes events, we can use systems that provide live streaming as well ("What is employee communication and why it is more important than ever", n.d.). All of our staff members can take in the event via live streaming even if they are not present in person ("What is employee communication and why it is more important than ever", n.d.).

## **Award/ Recognition Programs**

To be motivated to continue doing exceptional work, employees need to feel appreciated. To create a long-lasting organization, a positive working relationship with the employees is essential (“Employee Recognition Programs: Types, Benefits and Best Practices”, 2021). Offering rewards and recognizing their work regularly is a great method to promote this (“Employee Recognition Programs: Types, Benefits, and Best Practices”, 2021). The recognition programs that the company will provide are:

1. The employee of the year
2. The employee of the month
3. Service years awards
4. Innovation awards

## **Community service & volunteer programs**

Community service and voluntary programs are unpaid work that is designed solely for the sake of the community or society. Touch-Free Auto Wash will start a tree plantation service and focus on planting trees as the number of trees in Dhaka city is gradually decreasing. This will help to protect the environment in Dhaka and also lead to the beautification of the city. We will recruit volunteers from the company or outside the company. The company will try to help poor people by providing them with free education.

## Employee Benefit

Based on three components, compensation structures and programs are created for Touch-Free Autowash.

- Base compensation
- Direct Compensation/Pay Incentives
- Indirect Compensation/ Benefits

**Base compensation;** refers to an employee's base pay, which is based on their position and value to the organization.

**Direct Compensation/Pay Incentives:** Employees may receive direct financial advantages, primarily yearly raises based on performance. The personnel may also receive commission-based compensation for a unique project.

**Indirect Compensation/ Benefits:** Touch-Free Autowash's indirect compensation program includes non-cash benefits like supplemental benefits (paid vacation, sick leave), insurance, personal services (counseling), flexible benefits (flexi-time, workplace flexibility), and special benefits (provident fund, gratuity).



### Salary Administration:

The first tenth days of each month are when Touch-Free Autowash's employees receive their pay, which is deposited into their bank accounts. The financial manager at Touch-Free Autowash is where employees may access their paychecks. An employee must complete his or her six-month probationary period with the organization before being eligible to earn pay through a bank account. There are seven main levels of employees at Touch-Free Autowash

<b><u>Payment Structure</u></b>					
<b>Level of Employees</b>	<b>Base Pay (BDT)</b>	<b>House Rent Allowance (30% of Base pay)</b>	<b>Transportation Allowance (5% of Base pay)</b>	<b>Medical Allowance (5% of Base pay)</b>	<b>Total Payment</b>
<b>Level-1</b>	150,000	45,000	7,500	7,500	210,000
<b>Level-2</b>	90,000-100,000	30,000	5,000	5,000	140,000
<b>Level-3</b>	65,000-70,000	22,500	3,750	3,750	105,000
<b>Level-4</b>	45,000-50,000	15,000	2,500	2,500	70,000
<b>Level-5</b>	25,000- 30,000	9,000	1,500	1,500	42,000
<b>Level-6</b>	10,000-12,000	3,600	600	600	16,800
<b>Level-7</b>	6,000-8,000	2,400	400	400	11,200
<b><u>Note:</u></b> We used the assumption that all levels of employees would receive the starting amount of each range as their basic pay to determine the total number of various allowances and payments.					

**Pay Incentives:**

- Level 1: Performance-based 3% yearly increment, Profit Share, Commission for a special project
- Level 2: Performance-based 3% yearly increment, Profit Share, Commission for a special project
- Level 3: Performance-based 5% yearly increment, Profit Share, Commission for a special project
- Level 4: Performance-based 5% yearly increment, Awarding, Commission for a special project
- Level 5: Performance-based 5% yearly increment, Awarding
- Level 6: Awarding
- Level 7: Awarding

**Benefits:**

Level 1: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses.

Level 2: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling

Level 3: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling

Level 4: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling

Level 5: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling

Level 6: Provident fund, Gratuity, Insurance, Festival bonuses, Employee counseling

Level 7: Provident fund, Gratuity, Insurance, Festival bonuses, Employee counseling

### **Provident Fund:**

After a six-month trial period, employees will pay 5% of their basic salary for provident fund insurance. Additionally, after two years, businesses will add 5% of each employee's base income to their provident fund. The contribution's future evolution is shown in the following table:

No. of Years	Employer's Contribution
5 years or more	100%
4 years	80%
3 years	60%
2 years	20%
Less than 2 years	0%

The COO of Touch-Free Autowash receives a basic salary of 150,000 BDT with a 5% annual raise. We anticipate that the COO will step down after four years. Given that the COO would work for 3 years, he would receive 60% of the employer's contribution, which would be in addition to his payment to the provident fund.

**A projected provident fund calculation for a level-2 employee (COO) is given below:**

Years	Basic Payment (monthly)	Employees' Contribution (5% of basic) (A)	Employer's Contribution (5% of basic) (B)	Total (yearly) [(A+B)*12]
1	BDT 150,000	7,500	7,500*60% = 4,500	12,000*12 = 144,000
2 (5% increment)	BDT 157,500	7,875	7,875*60% =4,725	12,600*12 = 151,200
3 (5% increment)	BDT 165,375	8,268.75	8,268.75*60% = 4961.25	13,230 *12 = 158,760

<b>TOTAL AMOUNT FOR 3 YEARS</b>				=453960 BDT
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### **Gratuity Fund**

Following our policy, an employee must have worked for Touch-Free Autowash for at least three years to be eligible for this one-time lump-sum payout. Employees who leave their jobs before three years are not eligible for gratuity funds. For instance, a worker quits the business after contributing until July 2022. As a result, he or she withdrew 50,000 BDT, which was their basic pay from July. According to the policy, the employee is qualified for this fund because they worked for the company for 4 years. Following are some calculations:

Gratuity Fund = (Last month's basic salary x Eligibility years x Each completed full and partial year of service)

$$= (50,000 \times 3 \times 4)$$

$$= 600,000 \text{ BDT}$$

So, that employee will receive 600,000 BDT as gratuity

### **Festival Bonuses:**

Employees receive bonuses frequently throughout the year.

Bonus for Eid al-Fitr: 50% of base pay

Example: 30000 TK x 40% is 12,000 TK

25% of base wage during Eid al-Adha.

Example: 30000TK \* 25% is 7,500

These two bonuses are exclusive to Muslims. On their respective holidays, adherents of other religions will also receive the same benefits. All employees receive a 10% base salary bonus for the Pahela Baishakh and New Year holidays.

## **RECORD KEEPING:**

The most advanced technique at the moment is the HRIS (Human Resource Information System). It is a useful resource for learning about an organization's human resources. The information service department in Touch-Free Autowash will be in charge of maintaining and administering the HR data. As a computerized database, it will be continually updated, allowing us to assess our existing skill set concerning the company's future requirements. We will be able to construct succession planning with the use of HRIS, preventing crucial managerial roles from going unfilled. We may use this to assess whether we need to invest in training and development.

Each employee's record will be kept at Touch-Free Autowash. All of the employees who work for Touch-Free Autowash will be included in a database that we will have. We will maintain records on their performance, results, tardiness, leave days, turnover, and other stuff. This will enable us to determine who is succeeding and who is not

## **Code of Conduct:**

Providing excellent customer service, a safe, clean, and welcoming work environment for our workers, and upholding a healthy relationship with our workforce, suppliers, communities, and employees are all part of our company's mission to encourage companies to benefit all. to confirm that our company has created a code of conduct and that both workers and customers are expected to abide by it.

### **Company's General Policy:**

- An employee would be recruited and selected fairly by checking their background strictly.
- All employees, contract or permanent, are required to be treated properly and without harassment or other forms of psychological, physical, sexual, or verbal abuse. Every encounter with coworkers or employees will always be done with fairness and respect.
- Any client that utilizes child labor is banned from doing business with our firm since we don't value it.
- Young employees must not be placed in any circumstances that might endanger their physical, mental, or emotional development if they are hired.

- All of our goods and services must meet the legal, ethical, and safe requirements as well as our standards.
- Every employee is required to operate in a secure and healthy environment with adequate lighting, potable water, risk reduction, and the necessary personal protective equipment (PPE).
- The management of service availability, worker safety, first aid training for emergencies, and disaster recovery must all be included in a formalized crisis plan. In the case of a partial or complete loss of facilities, safety, and wellbeing.
- All customers are expected to abide by all laws governing fair trade in the nations where our business sources, produces, and supplies its goods. Written rules must prohibit bribery, corruption, and other illicit corporate actions. All intellectual property rights must be respected, and any possible conflicts of interest that could affect the business-customer relationship must be reported. Customers must agree to legitimate requests for information sharing in an open environment.

#### **Employees Duty:**

- Each employee is expected to treat the corporate property with love and respect.
- The work schedule should have closely adhered to by the employees. There may be occasional exceptions made for unusual occasions that forbid sticking to regular working days and hours. However, in general, workers must arrive on time and leave the office.
- Employees must cooperate and be willing to communicate with coworkers, teammates, and managers.
- Genuine employee complaints won't be dismissed without consideration. There will be a termination if there are several complaints of this nature.
- Policies, goals, and operational concepts for our business are secret. It is strictly prohibited for anyone to discuss their findings with anyone outside of the firm.
- Regardless of how consumers behave, employees who are in close touch with customers must behave properly.

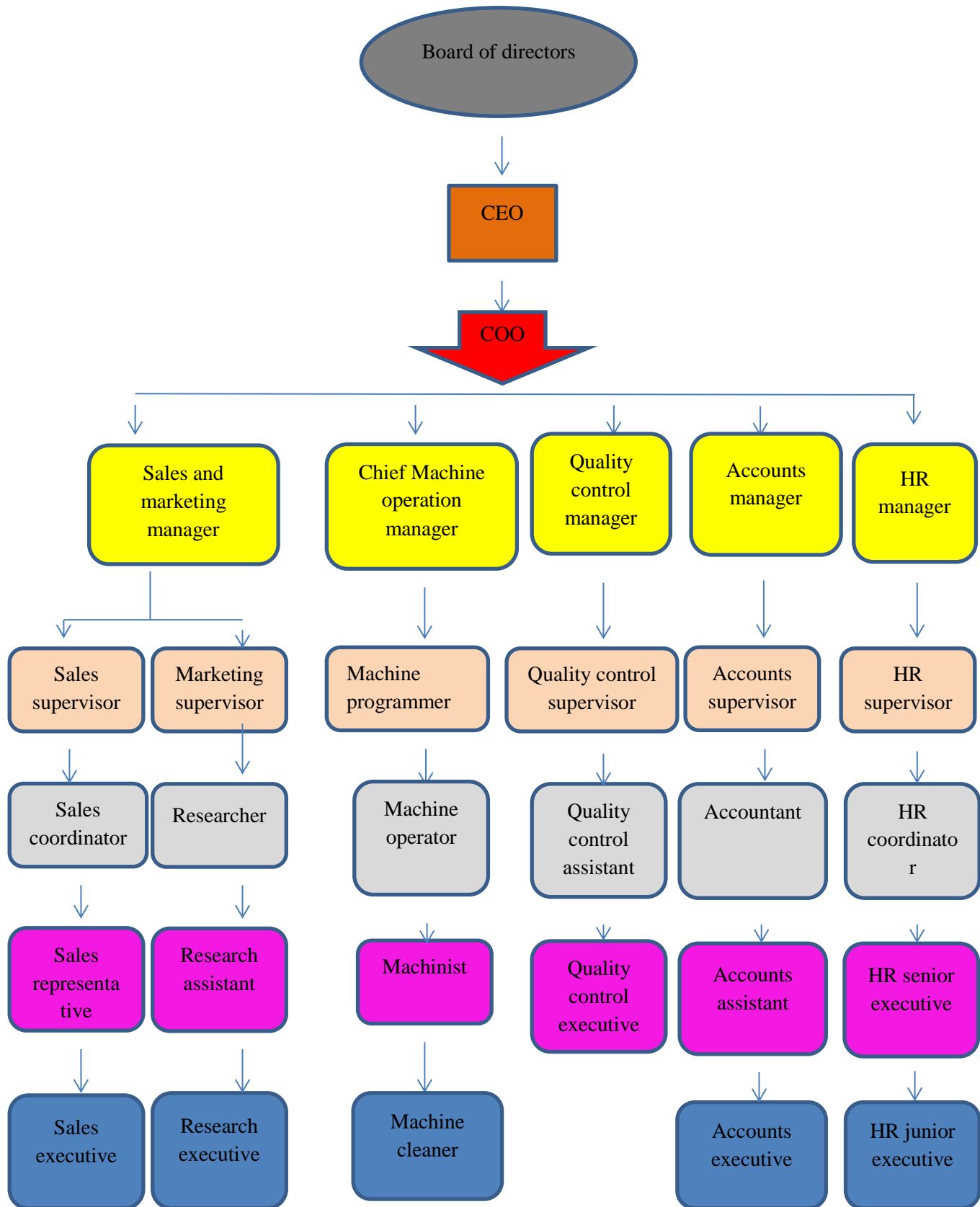
**Payment Procedure:**

- Payment via Cash.
- Payment via Visa Card
- Payment via Master Card.
- No service will be provided on credit.

**Smoking and Drug Use:**

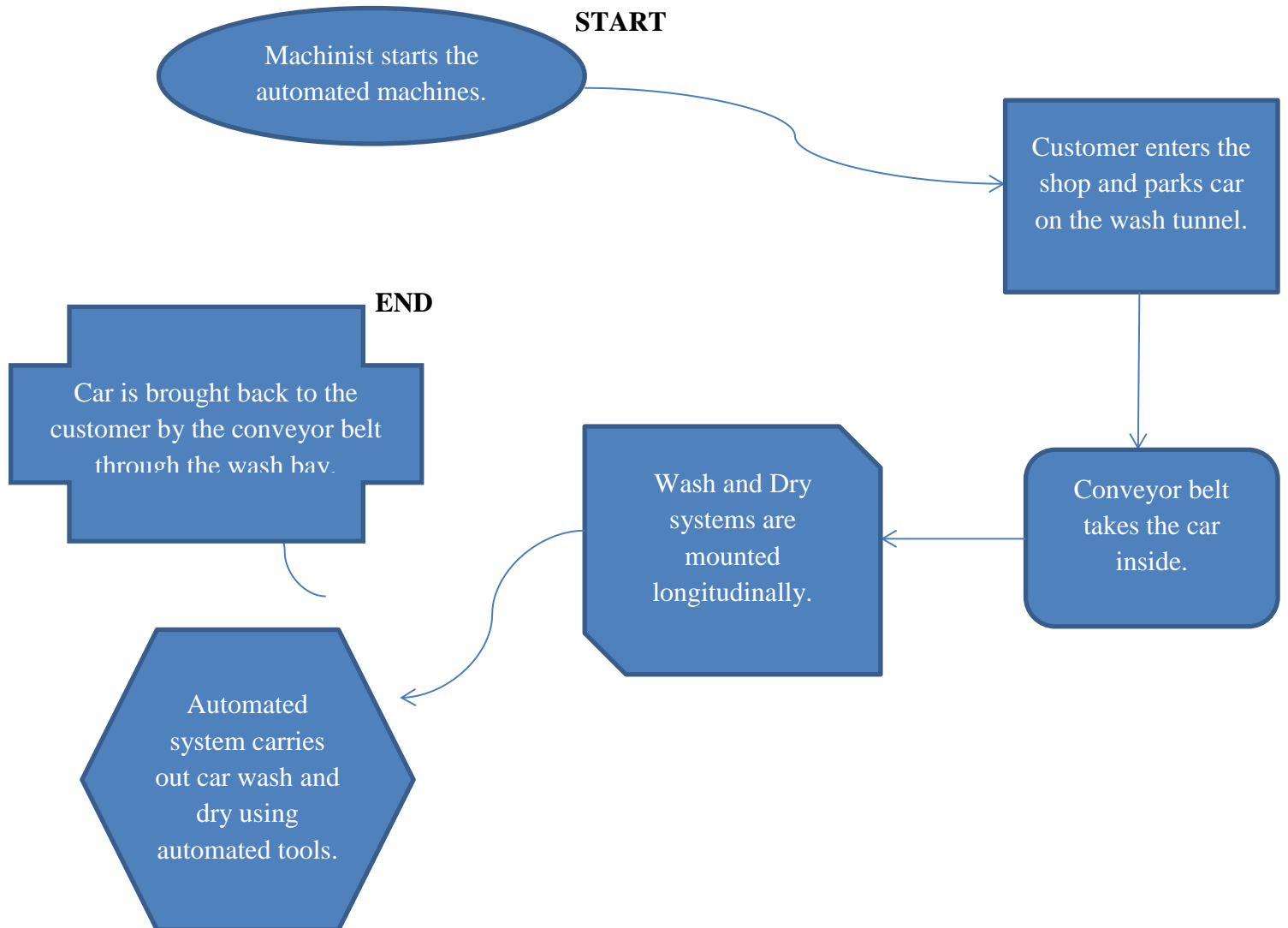
- Smoking and any kind of use of drugs are strictly prohibited in our company.

## Organogram





## Work process diagram



## 1. Job analysis

### Job title: Machine programmer

Report to: Chief machine operating officer

### Job Summary

We will recruit a machine programmer for our company first because a machine programmer will play a major role in our success. The automated devices in our service environment will be under the control of programmed instructions created by the machine programmer.

Job Location: Car Wash service area

### Job description:

- Using computer modeling software to enter the service design.
- Modifying the machine's settings to meet the required service requirements.
- Model washing routes using computer software, then program the machines accordingly.
- To improve the service while keeping quality, alter the machine washing settings or paths.
- Think about the equipment needed to wash cars, then program the machines properly.
- Troubleshoot and fix machine issues as they occur.
- Teach the machinist how to use the automated vehicle washing equipment and programs correctly.
- Instruct the machinist in basic machine maintenance techniques including cleaning and sharpening.

## **Job specifications**

### **Knowledge, skills, and abilities**

- Bachelor's degree in programming at least.
- Should have high knowledge of machine programming.
- Should understand programming language well.
- At least two years' worth of prior work experience as a machine programmer.
- Skilled in identifying and fixing unforeseen mechanical issues.
- Pay attention to and abide by the safety policies of the company.
- Should have leadership skills to train the machinist.
- Should be able to train the machine operator and the machinist on how to operate the programmed automated machines.
- Should be able to troubleshoot issues with programs and provide necessary solutions by updating the software or adding new programs.

### **Compensations, incentives, and benefits**

- Will receive a starting salary of 50000 BDT and have a yearly increment.
- Will have other allowances paid by our company adding up the salary to be 70000 BDT.
- Sick leaves will be paid.
- Vacations will be paid
- Will be provided a transport vehicle by our company.
- Health and safety facilities
- Monthly bonuses
- Profit sharing system

## 2. Job analysis

**Job title:** Machine operator

Reporting: Machine programmer

### **Job Summary**

Our company's main tasks will be done by automated machinery which requires an expert in that field. We are looking to recruit a machine operator with specific skills needed for our tasks.

Job Location: Car wash service area

### **Job description**

- Prepare machinery for use.
- Make any necessary modifications to the machines to enhance performance.
- Investigate problems and carry out maintenance.
- Follow reporting and record-keeping guidelines, and contact the chief machine operating officer with any issues.
- Follow all safety and health laws and regulations.
- Keep track of units or finished items that are approved and faulty.
- Verify output for any errors or defects linked to the machine.
- Fix any problems that may arise throughout the shift.
- Control and modify machine parameters.
- Fill semi-automated machines with raw materials or parts.
- Examine components with measurement and precise equipment.
- Periodically evaluate the performance of machinery.

## **Job specifications**

### **Knowledge, skills, and abilities**

- Should have a history of success in operating machines.
- Should have practical experience with a variety of high-speed machines and measurement equipment.
- Knowledge of car wash service protocols.
- Compliance with health and safety laws
- The equivalent of high school graduation; a technical degree is preferred.
- Should possess a keen eye for detail to ensure that no machinery problems are overlooked.
- Must be able to successfully operate the machinery given to keep it operating efficiently.
- Ability to conduct mathematical calculations that require analytical and numerical skills.
- Ability to bend, lift large objects, and stand or walk for extended periods.
- Should note down and report problems to machine programmer.

### **Compensation, incentives, and benefits**

- Will receive starting payment of 30000 BDT and have a yearly increment.
- Will receive a monthly bonus based on performance.
- Will have paid sick leaves
- Will have other allowances paid by our company adding up the salary to 42000 BDT.
- Profit sharing system
- Health and safety facilities

### **3.Job Analysis**

Full-Time Job Title: Chief Operating Officer (COO)

Department: Departmental Heads

Reporting to: Chief Executive Officer

Taking Report: Departmental Heads

Salary: BDT 1,40,000

Incentives: Performance-based 3% yearly increment, Profit Share, Commission for a special project

Benefits: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling

#### **Job Summary**

The Chief Operating Officer (COO) position is a crucial one in the senior management group, and it exclusively answers the CEO. A Chief Operating Officer (COO) has sufficient experience to manage an organization's ongoing practices. He/she is in charge of a variety of business processes, so it is expected that they will be capable and effective leaders. Securing business functionality is the COO's primary responsibility to promote significant and long-term growth.

#### **Job Description**

##### **Tasks:**

- Appoint department heads and delegate their responsibilities
- Appoint department heads and delegate their responsibilities
- Supervising and providing direction to important work groups or team leaders
- Fostering an atmosphere that promotes worker productivity and excellence in work
- Noticing the company's opportunities and risks
- Keeping track of legal and governmental actions

- Putting company policies into effect with the CEO
- Contributing to the creation of the company's operating strategy, mission, and vision.
- Engaging in automotive alliances or actions to increase COO productivity

### **Duties and Responsibilities:**

- Create and implement company policies, plans, and strategies
- Establish thorough objectives for performance and development.
- Establish policies that encourage business culture and vision
- Control the company's daily operations and the work of the executives (IT, Marketing, Sales, Finance, etc.)
- Motivate staff to give their best effort and commitment.
- Analyze and evaluate metrics and data to assess performance.
- Write reports on all significant issues and present them to the CEO.
- Support the CEO in fundraising efforts
- Take part in growth initiatives (investments, acquisitions, corporate alliances, etc.)
- Control interactions with clients and suppliers

### **Job Specification**

#### **Knowledge Required:**

- Expertise in management and administration of the automotive sector.
- Product understanding of machines
- Adequate knowledge of Bangladesh's labor laws and regulations.
- Expertise in Microsoft Word, PowerPoint, and Excel.
- Excellent financial and operational management abilities.
- Knowledge of psychological research techniques, including those about personality, performance, and human behavior.

#### **Skills Required:**

- Leadership;
- Making decisions
- Resolving issues
- Organizational abilities

- Technological and human talents
- Open-mindedness
- Reasonable optimism

**Abilities:**

- The capacity to work across all disciplines;
- The capacity to work in all areas simultaneously;
- The capacity for listening and understanding;
- The capacity to think through a subject in detail.
- Capacity to overcome difficulties over time
- The capacity for analytical thought

**Educational And Other Requirements:**

- BSc/BA in Business Administration or relevant field; MSc/MBA is a plus
- A business or related field bachelor's degree.
- Requires 2–3 years of operating experience at the executive level.
- Preferably 5+ years at the COO level
- Both male and female candidates can apply



## **4. Job analysis**

### **Job Title: Head of Finance & Accounts**

Department: Finance & Accounts

Reporting to: Chief Operating Officer

Taking Report: Accounts Supervisor

Salary: BDT 1,05,000

Pay Incentives: Performance-based 5% yearly increment, Profit Share, Commission for a special project

Benefits: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling

### **Job Summary**

All long-term financial concerns are within the purview of the Head of Finance & Accounts, who is also responsible for developing corporate-wide financial and administrative goals, policies, plans, and procedures that guarantee the company's long-term financial stability. Additionally, he or she will be in charge of the general ledger, accounts payable, and financial reporting parts of operational accounting. He or she is responsible for managing the organization's cash flow and ensuring the security of monies and other crucial records. He or she is in charge of all financial systems, internal controls, and financial reporting. Last but not least, S/he will be accountable for developing, implementing, and reviewing employee relations and human resource policies, practices, and programs.

## **Job Description**

### **Tasks:**

- Compile and maintain a record of financial data.
- Must examine all costs and revenue sources and forecast them for next years.
- Managing both well-known and new financial regulations when necessary.
- The Leadership Team will be able to make wise business decisions with the support of your abilities to share your company expertise and offer smart financial recommendations.
- Taking care of financial reports for the company. It comprises budgeting and forecasting, five years' worth of budgetary planning, monthly, quarterly, and annual financial reporting, and all required financial documentation.
- Schedule regular internal audits of Jute Knott.

### **Duties and Responsibilities:**

- Accounting inconsistencies need to be tracked and reported on.
- Evaluate potential investments; thorough risk studies must also be carried out.
- Analyze the trends in the financial market.
- Handle only the closure operations for the month and the year.
- Since they will be in charge of it, tax payments should be handled carefully.
- Producing reports on key performance indicator (KPI) data.
- Submit the quarterly VAT returns on time and according to the prescribed schedule.

## **Job Specification**

### **Knowledge Required:**

- Proficiency in Touch-Free Autowash VAT software use.
- Knowledge of our company's International Financial Reporting Standards and International Accounting Standards.
- Strong analytical, technical, information-technology and numerical skills are necessary, as well as excellent problem-solving talents.

- Comprehensive understanding of financial reporting practices.
- A focus on accounting software expertise, particularly familiarity with Financial Programming software changes.
- Microsoft Office proficiency, especially with PowerPoint, Management Information Systems, and Excel.
- Wide-ranging expertise in data analysis and forecasting techniques.

### **Skills Required:**

- Willingness to work under intense time constraints and at various times during the day and night.
- The PowerPoint presentation was amazing.
- You must have excellent computer abilities.
- Having a recognized professional credential
- To identify complicated issues by looking over pertinent data to create, assess, and implement solutions.
- Communication skills are crucial.
- Broad knowledge of mathematics and the analytical side of things.
- All group members possess commercial awareness and the capacity to fill in the blanks.
- An understanding of any reporting formats that the management team could want.
- The way you behave yourself is a reflection of others' management abilities

### **Abilities:**

- retaining good stamina while working on the current tasks and interacting with the representatives.
- The capacity to continuously research the market to foresee requirements.
- The capacity to determine and use the best mathematical procedures or formulas for a specific issue.
- The power to exert control on pertinent data.
- Must be able to motivate others as a leader.
- The capacity to forecast financial models using reliable data.

## **Educational And Other Requirements**

- A Masters's or MBA with a major in Accounting or Finance from a reputable university with a minimum of two 1st divisions or classes, or an equivalent GPA or CGPA
- Qualified CA/ICMBA.
- Both males and females are welcome to join.
- A minimum of 7-8 years of expertise in finance and accounting are required.

## 5. Job analysis

### Job title: HR Senior Executive

Job type: Full-time

Department: HR

Reporting relationship: A HR senior executive will report his / her work to the HR coordinator.

Taking report: Junior HR executive.

Salary: BDT 16,800

Incentive: Awarding

Benefits: Provident fund, Gratuity, Insurance, Festival bonuses, Employee counseling.

### Job Summary:

A Human resource senior executive plays an important role in supporting the organization by developing and implementing human resource policies and plans that build a high-performance, employee-focused culture. He / She is also responsible for maintaining different HR functions including recruitment, staffing, training and development, performance appraisal, and planning.

### Job description:

- Monitor the budget of the HR department.
- Create ethical HR guidelines and make sure staff are aware of and follow them.
- Implement a proper performance review procedure.
- Identify the employee's need for training and arrange a training and development program.
- Design compensation and benefits structure.
- Manage employee issues.
- Develop and manage recommended incentive packages.
- Measure employee retention and turnover rate.

- Establish effective sourcing, screening, and interviewing methods.
- Review existing HR technologies and suggest better ones.
- Monitor daily operation of the HR department.

### **Job specification:**

#### **Skills required**

- Organizational skill
- Mentoring skill
- Interpersonal skill
- Technical skill
- Communication skill
- Problem-solving skill

#### **Knowledge and Abilities required**

- Need to have the ability to lead and develop an HR team.
- Provide psychological and moral support to the team members.
- A clear understanding of the organization's future needs.
- Able to think critically and strategically.
- Proficient in MS Excel.

#### **Education and experiences**

- Bachelor's degree in Human Resource Management.
- At least 3 years of experience in the field of Human Resource Management.

## 6. Job analysis

### Job title: HR supervisor.

Job type: Full-time.

Department: HR.

Reporting relationship: **The** HR supervisor will report his/ her work to the HR manager.

Taking report: HR Coordinator

Salary: BDT 70,000

Incentives: performance-based 5% yearly increment, Awarding, Commission for a special project

Benefits: Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling.

### Job Summary:

The supervisor's duties include cooperating with different recruitment agencies advertising job openings, planning and executing training sessions, monitoring payroll, and managing employee relationships. The HR manager should be able to balance his/ her responsibilities with a positive attitude

### Job Description

- Interviewing, hiring, and screening new employees.
- Arranging training sessions for both existing and newly recruited employees.
- Assisting managers with staffing needs.
- Identifying and evaluating employee needs for training, career development, and performance issues.
- Performing different administrative responsibilities efficiently.
- Training employees on HRM activities, regulations, and requirements.

## **Job Specification**

### **Knowledge required**

- Thorough knowledge of employment-related laws and regulations.
- Proper knowledge of Microsoft Office Suite or related software
- Know the organization's HRIS and talent management system.

### **Skills and Abilities Required**

- Excellent administrative skills.
- Excellent written and verbal skills.
- Great leadership skills and ability to work under pressure.
- Strong moral and ethical code.
- Competency in Microsoft applications including Word, and Excel.
- Ability to prioritize tasks and delegate them when appropriate
- Negotiation skill
- Strong analytical and problem-solving skills
- Excellent interpersonal skills.

### **Education and Experience**

- Bachelor's degree in Human Resource Management or equivalent.
- At least 2-3 years of experience



## 7. Job analysis

**Job Title:** Quality Control Manager

**Reporting to:** Chief Operating Officer

**Taking Report:** Quality Control Supervisor

**Salary:** TK 70,000

### Job Summary

To guarantee that products satisfy quality and efficiency standards, a quality control manager supervises employees and keeps an eye on product development processes. The quality control manager will also collaborate with customers to guarantee that the finished items satisfy their needs and specifications. To make sure the manufacturing production lines work smoothly and produce a consistently good output of products that satisfy quality and efficiency criteria, we are searching for a detail-oriented quality control manager.

### Job description

- Creates, implements, and oversees procedures to guarantee, before a service is delivered, that it satisfies the requirements for quality, dependability, and functionality.
- Identifies and establishes parameters and standards for appropriate service quality.
- Informs the QA team, the product development team, and other necessary workers of the quality standards and criteria.
- Plans service testing procedures
- Takes part in testing of services.
- Determines and evaluates difficulties, faults, defects, and other issues, especially when those issues persist across various services; suggests and facilitates solutions to these problems.
- Reviews user, client, and customer feedback.
- Maintains compliance with all laws, rules, regulations, and organizational policies on a national, state, municipal, and personal level.
- Maintaining correct records and conducting statistical analysis.

## **Job Specification**

### **Knowledge, skills, and abilities**

- A bachelor's degree from a business- or science-related program.
- Previous experience of working in a service sector.
- It may be useful to have prior business administration experience.
- Strong leadership, organizing, observation, and detail-oriented skills.
- In-depth understanding of legal requirements and quality control methods.
- Strong background in statistics, data analysis, and maths.
- Excellent listening and communication abilities.
- IT and technical proficiency

### **Incentives and benefits**

- Will receive a monthly bonus based on performance
- Will have paid sick leaves
- Profit Sharing System
- Health and Safety Facilities

## 8. Job analysis

**Job Title:** Quality Control Supervisor

**Reporting to:** Quality Control Manager

**Taking Report:** Quality Control Executive

**Salary:** TK 24,100

### Job Summary

All aspects of quality control in an organization are under the supervision of quality control supervisors. They manage all staff and policies while also overseeing the quality control division. Supervisors of quality control make ensuring their teams follow the procedures for managing quality control issues. These procedures are designed to address quality issues quickly while maintaining profitability.

### Job Description

- Direct auditing tasks in line with production schedules.
- Set priorities and make the best use of the resources that have been given.
- Create a monthly report detailing inspection and audit performance and areas for improvement.
- Evaluate and suggest alternate auditing methods for ongoing development.
- Support service managers and operators with their interpretations and application of established procedures.
- To improve teamwork, organize regular meetings with the inspection and audit team.
- Participate in team-driven initiatives to help in improvement.
- To ensure adherence to quality standards and documents, interpret and support quality policies, and put guidelines into practice.
- Create and maintain QA programs that are complementary to the corporate goals, policies, and enterprise quality system.
- Act as the ISO representative in charge of the quality program.

## **Job Specification**

### **Knowledge, skills, and abilities**

- Experience working in quality control for at least a year.
- Good working knowledge and expertise in the industry he/she is working in, such as engineering, the automobile industry, or textiles.
- At least four years of Bachelor's Degree.
- The capacity to read and comprehend technical requirements and drawings.
- High level of detail.
- Understanding of relevant laws and health and safety procedures.

### **Incentives and benefits**

- Will receive a monthly bonus based on performance
- Will have paid sick leaves
- Profit Sharing System
- Health and Safety Facilities

## 9.Job analysis

### **Full-Time Job Title: HR Coordinator**

Department: Human Resource Department

**Reporting to:** Human Resource Manager

**Taking Report:** HR Supervisor

**Salary:** TK 230,000

**Incentives:** Profit Share

### **Job Summary:**

Hr Coordinators are in charge of completing administrative duties for the human resource department. They work with the manager to help them recruit, maintain employee records, assist with payroll processing and provide administrative support to all employees. They facilitate the human resource processes at all business locations. The Human Resource Coordinator makes that certain plans are administered by federal and state regulations and that plan provisions are followed. This role provides administrative support to the human resource function as needed, including record-keeping, file maintenance, and HRIS entry.

### **Job Description:**

#### **Tasks**

- Should administrate health and welfare plans.
- Should perform customer service function by answering employee requests and questions.
- Should conduct all the audits of payroll and the other benefits
- Should schedule all the meetings, interviews, HR events, etc. timely and should maintain a team's agenda
- Should assist all the HR projects, for example= collecting feedback

## **Duties & Responsibilities**

- Should assist the performance review process.
- Should prepare all the correspondence as they are requested
- Should file all the documents appropriately.
- Files documents into appropriate employee files.
- Should assist and help with the interview and the recruitment process.
- Should schedule all the meetings and interviews that are requested by the director of HR.
- Should make all the emails and photocopies and scan all the documents, and performs other Functions like this.

## **Job Specification**

### **Knowledge**

- Should know how to use sourcing tools
- Should know how to recruit by social media
- Should know all human resources processes.

### **Skills**

- Excellence in time management skills
- Strong communication
- Strong adaptability
- Great teamwork
- Excellence in problem-solving skills
- Strong leadership
- Strong language skills
- Strong soft skills

### **Abilities**

- Should have the ability to function in a stressful environment
- Should have the ability to increase the quality and reputation of the company
- Should have the ability to take a good decision

### **Education**

- BA degree in human resource field and/or equivalent experience.
- At least two years of related experience.

## 10. Job analysis

### Part-Time Job: Researcher

**Department:** Human Resource Department

**Reporting to:** Sales and Marketing Manager

**Taking Report:** Marketing Manager

**Salary:** TK 90,000

**Incentives:** Performance-based 3% yearly increment as a gift card.

A team of researchers and committees work to plan the research objectives and test parameters. They make sure everything follows standards and requirements, Researchers monitor the project to make sure it follows the requirements and standards.

### Job Description

#### Tasks

- Should coordinate with management so that research objectives are determined.
- Should deliver all the updates of the frequent projects.
- Should know how to develop and direct all the research assignments
- Should know how to create a plan of action as well as set project goals,
- Should know how to conduct all the detailed research of a specific subject matter according to business needs
- Should formulate efficient and proper research processes
- Should identify patterns of the business
- Should interpret the research specifications also should develop a work plan that satisfies all the requirements.

#### Duties & Responsibilities

- Should take notes to record findings and use appropriate software.
- Should protect and maintain all the electronic database
- Should maintain and organize the research database.
- Should do the self-audit work frequently and check for mistakes and
- Should organize everything in graphs and compile them.

- Should document, present, and report all the research findings the clients
- Should assist with budget and time schedules.
- Should anticipate the difficult research issues and should be able to resolve them.
- Promptly report any problems to the relevant stakeholders.
- Should protect confidentiality by following a strict code of ethics.
- Should writing delivering presentations at the time it is required.

## **Job Specification**

### **Knowledge**

- Knowledge about important issues in education
- Knowledge evaluation design and all the steps of research.
- Knowledge programming software is used to manipulate and summarize as well as produce them from large data sets.
- Knowledge of all the protocols and procedures.

### **Skills**

- Strong writing skills
- Strong quantitative and qualitative skills.
- Strong skills in SAS, SPSS, STATA, Word, Excel, Outlook, and Access
- Strong skills in an online survey
- Have the ability t adapt quickly.
- Have strong general knowledge of instrument design
- Strong skill in preparing complex data

### **Abilities**

- Should have the ability to analyze all the statistical data.
- Should have the ability to apply all the correct statistical principles and then meet those to a range of information requirements.
- should have the ability to investigate any difficult information and draw conclusions.
- Should have the ability to plan and program and then create statistical computer databases across multiple hardware platforms.
- Should have the ability to communicate very effectively.

### **Education**

- BA degree and at least 3 years of experience directly related to the duties of researching
- Should have a completed degree(s) from an accredited institution.



## 11. Job analysis

**Job Title:** Human Resource Manager

**Department:** Human Resource Department

**Reporting to:** Chief Operating Officer

**Taking Report:** HR Supervisor

**Salary:** TK 140,000

**Incentives:** Performance-based 3% yearly increment, Profit Share, Commission for a special project

**Benefits:** Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling.

### Job Summary

We are looking for a seasoned expert with in-depth knowledge of all HR-related topics who will act as the organization's top HR expert and make sure that all HR activities are carried out successfully. He or she will be in charge of creating and putting into practice HR initiatives as well as providing top management with wise counsel.

**Number of Positions:** 1

**Employment Status:** Full-Time

**Job Location:** Dhaka

### Job Description

#### Tasks:

- To maintain the overall Human Resource Management department.
- To use necessary tools for maintaining job documents like hiring, dismissal, leaves, transfers, promotions, etc.
- Evaluate skilled employees with compensation to motivate others.
- To ensure implementation of all HR policies, standards & protocols.

## **Job Duties and Responsibilities**

- Find open positions for employees, then find, screen, and choose candidates.
- Design, manage, and supervise work activities of subordinates and staff relating to recruitment, remuneration, labor, and employee relations.
- Inform existing and potential employees on company policies, job responsibilities, working conditions, pay, chances for promotion, and employee benefits.
- conducting evaluations of pay and performance of employees.
- Analyze training needs to design employee training and development programs, language training, and health and safety programs.
- Keep records of information relating to employees, such as hiring, transfers, performance reviews, and absence rates, and create statistical reports on the data.
- Carrying out necessary administrative duties.
- handling disciplinary, termination, and inquiry processes at the workplace.
- Have to lead a group of junior human resource managers.

## **Job Specification**

### **Knowledge Required:**

- Knowledge of overall HR is a must.
- Knowing recruitment, training & development program, compensation policies, and employee benefits are essential.
- Must have sound knowledge of labor law & government regulations for compliance

### **Skills and Abilities Required**

- Ability to create and maintain a pleasant working environment.
- Strong communication and management power.
- Ability to coach, teach, direct and motivate the employees.

- Capacity for public speaking.
- Updating and using relevant knowledge.
- Capacity to think creatively while facing an unconventional situation.
- Competency in Microsoft applications including Word, Excel, and Outlook.

### **Education and Experience**

- At least a Master's degree in human resources management or equivalent.
- At least 5 years of experience in managing human resources or related fields.

## 12. Job analysis

**Job Title:** Sales Coordinator

**Department:** Sales and Marketing Department

**Reporting to:** Sales Supervisor

**Taking Report:** Sales Representative

**Salary:** TK 42,000

**Incentives:** Performance-based 5% yearly increment, Awarding

**Benefits:** Flexi-time, Family-friendly arrangement, Provident fund, Gratuity, Insurance, Leave fare assistance, Festival bonuses, Employee counseling.

**Job Summary:** To give the field sales team the required support, we are searching for an experienced and well-organized Sales Coordinator. By maintaining schedules and offering feedback, documentation, and information, the chosen applicant will establish themselves as a resource for both coworkers and clients.

**Number of Positions:** 1

**Employment Status:** Full-Time

**Job Location:** Dhaka

### Job Description

#### Task

- The individual should be committed to achieving the weekly, quarterly, and monthly sales goals.
- Create a strong sales crew, and distribute the goods on schedule.
- Must be able to estimate and evaluate the prices of services.
- Keep in touch with customers after the transaction.

- Keep tabs on market developments and assess existing demand.
- Should anticipate pricing changes and delivery dates.
- Increase business sales by creating effective teams.

#### **Duties and Responsibilities:**

- Ensure the appropriateness of sales-related equipment or material
- Address customer complaints and provide after-sales support as needed
- Store and sort financial and non-financial data in electronic form and present reports
- Handle the processing of all orders with accuracy and timeliness
- Inform clients of unforeseen delays or problems
- Manage the sales team's schedules, file important documents, and communicate pertinent information

#### **Job Specification**

##### **Skills and Abilities Require:**

- Demonstrated sales experience; prior work as a sales coordinator or in other administrative roles would be viewed favorably.
- Well-organized and responsible with a knack for problem-solving
- fluency in English
- proficiency with MS Office
- strong verbal and written communication skills
- team player with a high degree of devotion.

##### **Education and Experience**

- At least a Bachelor's degree in marketing or equivalent.
- At least 2 years of experience in sales and marketing-related fields.

## Conclusion

The objective of this report is to create a strong HRP system that will aid in the success of our new car wash business, "Touch-free Auto-wash." We viewed HR policies and systems as the foundation for the effective operation of the firm. Our objective is to inspire employees and get them to work hard by offering a variety of incentives and a competitive pay scale. In this paper, we have shown how a new business, Touch-free Auto-wash, may start in the vehicle wash industry.

### Contribution table

Name	ID	Contribution
Naima Tazreen	1822109530	<ul style="list-style-type: none"> <li>• Entrepreneurs background in finance and accounting manager</li> <li>• HR policy-Recruiting and Employment Process and Sources</li> <li>• HR policy-Employee and Community Relations</li> <li>• Job Analysis of Quality control manager and Quality control supervise</li> </ul>
Ayman Mohammed Shah Alam	1831390630	<ul style="list-style-type: none"> <li>• Executive summary</li> <li>• Introduction</li> <li>• Entrepreneurs background-Hr manager</li> <li>• Industry background</li> <li>• Job Analysis of Machine programmer and Machine Operator</li> <li>• Organogram</li> <li>• Work process diagram</li> <li>• Conclusion</li> </ul>
Maisha Maliha	2012090630	<ul style="list-style-type: none"> <li>• Entrepreneurs' Background of Chief Operating Office</li> </ul>

		<ul style="list-style-type: none"> <li>• Compensation</li> <li>• Recording</li> <li>• Job Analysis of <ul style="list-style-type: none"> <li>-Chief Operating Officer</li> <li>-Head of Finance &amp; Accounts</li> </ul> </li> </ul>
Anika Nower	2012238030	<ul style="list-style-type: none"> <li>• Entrepreneurs background- Quality manager</li> <li>• Job Analysis of He Manager and Sales coordinator</li> <li>• HR planning</li> <li>• Code of Conduct</li> <li>• Letter of Transmittal.</li> </ul>
Nishat Tasnim	2013144030	<ul style="list-style-type: none"> <li>• Job Analysis-HR senior executive, HR supervisor</li> <li>• Training and Development</li> <li>• Promotion Policy</li> <li>• Entrepreneurs background-supervisor</li> </ul>
Zareen Tasneem Zahra	2013732630	<ul style="list-style-type: none"> <li>• Pestle analysis</li> <li>• SWOT analysis</li> <li>• Job analysis-Researcher, HR Coordinator</li> <li>• Entrepreneurs Background-Sales and Marketing Manager</li> <li>• Acknowledgement</li> <li>• Compiling and Formatting</li> </ul>



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