

## **IQSS RECRUITMENT PROCESS**

### **Objective**

The objective of IQSS recruitment process is to define the recruitment procedure and scope of authority to finalize candidates at various levels of recruitment in the organization.

### **Scope & Purpose of this document**

This document clearly defines the methodology for recruiting people. Any deviation in this requires the approval of the CEO/HR and needs to be documented.

This procedure is laid down keeping in mind the turnaround time in processing the application and to minimize the response time to the candidates.

As the company expands its operation and targets to ramp up the number of employees, it is imperative that the authority for finalization of candidates is clearly defined to bring in clarity and maintain the response time in recruitment cycle.

### **Users of the document**

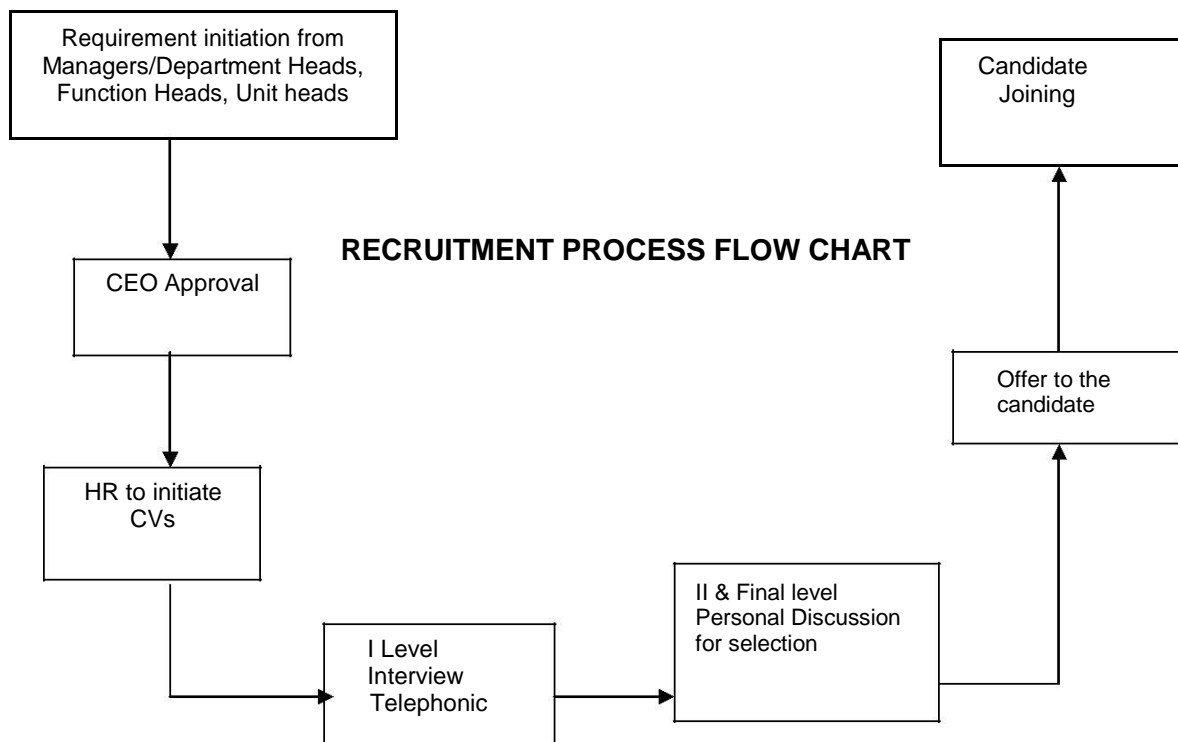
- Human Resources
- Manager/Department Head/Function Head/Department head

### **Entry Criteria**

Manpower recruitment from the various departments will be the Entry Criteria

### **Procedure for Recruitment**

The process of recruitment starts with Volume of Business and the requirement. The process will be as enumerated in the flow chart below:





## **Process Description**

At IQSS, recruitment is based on Business plan and the nature of the projects handled from time to time.

### **Steps to be followed in recruitment process:**

Recruitment Requisition Form (RRF)

All requirements activities are initiated only after receiving the Recruitment requisitions in the prescribed form with approval of CEO.

Manpower requisition should have briefing on required Technical / Functional skill for the job, qualification and relevant experiences parameters, time frame by which the position is required, number of people required and a brief Roles and Responsibilities etc.,

### **Checklist:**

Before intending any manpower requirement Managers need to review the new requirements Vis-à-vis the existing manpower and projected manpower plan.

## **Identification and Sourcing Out Candidates**

Depending on the requirement and the availability of manpower, Human Resources department will follow any of the following methods to source out the candidates.

- a) Employee's Reference
- b) Direct Application
- c) Data Bank Search
- d) Resume Portals
- e) Advertisements
- f) Placement Agencies

## **Norms for Response time**

To ensure reasonable turnaround time, the following response time is outlined.

This response time is only indicative and exhaustive. Depending on the urgency of the position, the turnaround time could be decided on a case to cases basis.

<b>Activity</b>	<b>Response Time</b>	<b>Responsibility</b>
Requisition from the Manager	As and when requirement comes up.	Department Head/CEO
Identifying the profiles for the position	3 days from the date of receipt of approved requisition by Unit Head	HR/Department head
Unit Head/Manager to revert on the shortlist of applications	3 days on receipt of application from function	Department Head/Manager
I level of Telephonic interview setting up	Within 3 workings days on receipt of short listed applications	HR/Manager/Department Head
Organizing next level of interview and finalization	Within 2 days of I level of interview	HR / Manager/Department Head
Offer and issue of Appointment letter	Within 2 days of finalizing the candidate	HR/Manager/Unit Head/CEO

### **Receipts of Application and Screening**

Profiles received as a result of sourcing for the approved requisitions are screened by HR as preliminary round of screening. These resumes will be sent to concern Managers for 2<sup>nd</sup> level of screening. Appropriate comments, will be written by the Managers/Group Heads for the profiles sent in and action will be taken in accordance with the requirements.

**Mode of selection**

Based on the seniority of the position selection procedures will be adopted.

**Recruitment Tests:**

When a candidate is hired for Trainee position a written test is conducted. On clearance of this test candidate will be called in for the technical and Human Resources interview.

If at all organisation is in to hiring a large number of Trainees then the common aptitude test to be administered. Example. campus recruitment, below one year of experience candidates etc.

**I Level Interview**

This round of interview is conducted by the immediate superior (for the position identified) up to the level of Project Lead. In the Case of Project Manager and above CEO will evaluate at the first level. This level generally would be a telephonic round. The concerned interviewer should put down his/her comments of the interview on the Interview feedback form for reference of the other interviewers.

**II Level Interview**

This level of interview will be held in person by a panel of experts in the relevant technology/function within the organisation. Panel would consist of Manager, Function Head / Unit Head, Human Resources and Chief Executive Officer wherever referred. The concerned interviewer should put down his/her comments of the interview on the Interview feedback form for reference of the other interviewers.

**Panel:**

The Panel for the interviews will be nominated by the Manager/HOD for each level and informed to the HR. The HR will intimate the panel member the date and time of the interview. The panel should prepare themselves and schedule time from their work to conduct the interview. In case, if any of the panel members is not able to conduct the interview, he/she should inform the HOD and HR and arrange for an alternative person to conduct the interview in his place.

### **Authorization level for finalization of the candidate:**

<b>Position Level</b>	<b>I level of interview</b>	<b>II level of interview</b>	<b>Finalization</b>
Trainees	SSE/PL	PM/HR	CEO
SE/SSE/Module Lead	Immediate Supervisor	Project Manager/HR	CEO
PL and PM	Immediate superior	Sr.PM/HR/CEO	CEO

### **Selection / Finalization**

This is the final round of interview where decision for hiring a candidate would be taken. Panel consists of Respective Manager/Head of Department/Function Head, HR and CEO. However, panel would be decided based on the level of candidature.

Criteria for selection would be based on the technical / functional area of specialization, Managerial abilities, and adaptabilities of the candidate to fit in to the organizational culture. Human Resources Department would make appropriate fitment of salary and designation in tune with the internal parity and considerations.

### **Appointment**

Selected candidates would be issued a detailed appointment letter with employment terms and conditions in the format appropriate to the level of the candidates.

### **Authority for Signing Appointment Letter**

Chief Executive Officer or any authorized person will be signatory for all appointment letters.

### **Recruitment MIS:**

The HR should maintain and update the recruitment MIS as per the formats appended herewith.

### **Joining formalities**

The day employee reports for duty will be considered as the date of joining with the organization. He/she would be allotted employment number and he/she would be given all the joining formats to fill up and sign. He/she would be introduced to concerned Group Head and the functional group for job allocation. The new employee would also be introduced to other Functional Heads and employees. The joining announcement of each new entrant would be displayed on the notice board and E-mailed to the out locations.

RECRUITMENT REQUEST FORM (RRF)						
TO BE FILLED BY THE RESOURCE REQUESTING MANAGER						
Function Name		Trainee	SE/SSE	ML/PL	PM/others	
BRIEF DESCRIPTION OF REQUIREMENT						
Sl. No	Skills	Experience in years	Job Title	Educational Qualification	No. of positions	Required Date
BUDGET REFERENCE :						
Justification of Manpower Requirement, if not budgeted						
Requested by ( Name & Signature ) :			Approved by ( Name & Signature ) :			
Date :			Date :			

## INTERVIEW EVALUATION SHEET

### Part - 01

Name: \_\_\_\_\_

Post applied for: \_\_\_\_\_

Post considered for: \_\_\_\_\_

<b>INTERVIEW</b>	<b>DATE</b>	<b>PANEL</b>	<b>REMARKS</b>	
			SHORTLIST/BANK/REJECT	
			SHORTLIST/BANK/REJECT	
			SELECT/BANK/REJECT	
<b>REFERENCE</b>	<b>DATE:</b>	<b>NAME OF THE REFEREE:</b>	<b>BY:</b>	<b>RATING:</b>
<b>CHECK</b>		1		
		2		
<b>SALARY OFFER</b>	<b>DATE:</b>	<b>POSITION:</b>	<b>CTC:</b>	<b>STATUS:</b>
<b>APPOINTMENT LETTER</b>	<b>DATE:</b>	<b>BY:</b>	<b>REMARKS/EXPECTED DATE OF JOINING</b>	



## ASSESSMENT

	E	VG	G	A	BA		E	VG	G	A	BA
<b>1.JOB FACTORS</b>						<b>2.3 COMMUNICATION</b>					
1.1Experience						a)clarity of communication					
1.2Knowledge						b)Conceptual clarity					
1.3Stability						<b>3. PERSONAL</b>					
1.4Career growth						3.1Personality					
1.5Gen. exposure						3.2Presentation					
<b>2 MANAGERIAL / SUPERVISORY QUALITIES</b>						3.3Maturity					
<b>2.1 LEADERSHIP</b>						3.4 Mental agility					
a)Self confidence						3.5 Integrity					
b)Ability to lead a team						3.6 Analytical ability					
c)Capacity to cope with stress						3.7 Attitude					
<b>2.2 MOTIVATION</b>						<b>4. ACADEMICAL</b>					
a)Enthusiasm for job						4.3 Graduation					
b)Result orientation						4.4 Post Graduation					
c)Initiative											
						<b>OVERALL RATING</b>					

**E - Excellent   VG - Very Good   G - Good   A - Average   BA - Below Average**

## Part - 02

### QUALITATIVE REMARKS:

### TECHNICAL EVALUATION

No of years of total Experience: \_\_\_\_\_

No of years of relevant experience: \_\_\_\_\_

**E - Excellent    VG - Very Good    G - Good    A - Average    BA - Below Average**

Technical Areas	Years of Experience	E	VG	G	A	BA	Remarks
<b>Business Application Areas (domains)</b>							

**(1) RECOMMENDATIONS/COMMENTS:**

Name:				Date:		Signature
Short-List		Bank		Reject		

**(2) RECOMMENDATIONS/COMMENTS:**

Name:				Date:		Signature
Short-List		Bank		Reject		

**(3) RECOMMENDATIONS/COMMENTS:**

Name:				Date:		Signature
Short-List		Bank		Reject		

**Overall Rating:**
☐ **E.**
☐ **VG.**
☐ **G.**
☐ **A.**
☐ **BA.**



**Areas of Interest:**

Role in current Organisation	<input type="checkbox"/> PM	<input type="checkbox"/> PL.	<input type="checkbox"/> ML.	<input type="checkbox"/> SSE	<input type="checkbox"/> SE.	<input type="checkbox"/> Others
Role Expected at IQSS	<input type="checkbox"/> PM.	<input type="checkbox"/> PL.	<input type="checkbox"/> ML.	<input type="checkbox"/> SSE.	<input type="checkbox"/> SE.	<input type="checkbox"/>
Role Recommended by Evaluators						

**Comments if any:**

<b>To be filled by the Recruitment/HR Team only)</b>
Name of the Candidate:
Total Years of Relevant Experience:
Current Designation:
Current salary: (CTC):
Others:
Notice Period:
Position offered:
Salary offered:
Expected Date of Joining:

### Recruitment MIS;

#### A.1. Employees joined in the Month of: \_\_\_\_\_

SI No	Name	Present Company	Exp.	Group	Designation	DOJ	Date of RRF	Aging
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#### A.2. Candidates offered during the Month of: \_\_\_\_\_

SI No	Name	Present Company	Exp.	Group	Skills	Designation	DOJ
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#### A.3. Candidates Offered and yet to join the company.

SI No	Name	Present Company	Exp.	Group	Skills	Designation	Expected DOJ
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#### A.4. Offer Withdrawn

SI. No	Name	Present Company	Exp.	Group	Skills	Designation	Reason
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#### A.5. STATUS & HIT RATIO

Month :	Total
Scheduled Interviews	
No show	
Appeared for Interviews	
Short listed after Interviews	
Bank/Hold	
Reject	
Offered	
In process	
Hit ratio (offered) (Appeared / offered)	
Hit ratio (Joined) (Offered / Joined)	

#### A.6. PENDING RRFs - Interview Process

SI. No	RRF_No	Function_ Name & Skills	Job_ Title	Positions	Called	No Show	Process	Bank	Rejected	Offered
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