



**World Academy for Research & Development  
(WARD)**

**Organization Profile  
&  
Service Details**

## About the organization

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World Academy for Research & Development Ltd. is a well-established Education, Training and Consultancy based limited organization registered with Joint Stock Company. It is situated with the objective for the development of the professionals along with organizational profitability. In this connection WARD plays vital role as strategic business partner of any organization to contribute to the profitability as well as sustainability in the competitive business world. WARD understands the voice of the organization. As per your demand WARD besides you for the betterment of the organization in any areas like HR, Marketing, Organization Development, HR Development, System Development, and Management Development. The areas of the contribution from WARD are in both soft & hard skill development. The specific areas are:

- Training for HR Development
- Consultancy for Organization Development in all areas of the organization
- Head Hunting for better HR establishment
- Project Management for handling projects

**Vision:** Assure utilitarian & innovative solution for your success

**Mission:** Beside you at every step of the business arena for achieving the goal with a great success

**Slogan:** Your Success is Our Achievement

## Objectives

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1. Assure the utilization of manpower at highest possible extent
2. Ensure the success of all the parts of the organization
3. Conduction of research for the development of the organization as well as development of the HR in all Industry
4. Conduct research based study for professional development
5. Ensure skilled peoples for all Industry
6. Develop Human Skills for the society
7. Ensure competent labor force in the labor market for the national development

## Advisory Board & Consultant Panel

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<b>Khaleda Akhter, Ex Join Chief, Bangladesh Govt</b>	Advisor
<b>Rashid Ahmed, Professor, Eden College</b>	Advisor
<b>Engr Shafiqur Rahman, Chairman, Heritage Internation, Australia</b>	Advisor
<b>Dr. Musharraof Hossain, Managing Director, Rapport</b>	Advisor & Consultant
<b>S N Azad, COO, Opex Sinha Group</b>	Advisor & Consultant
<b>Mosharraaf Hossain, Head of HR, ICDDRDB</b>	Advisor & Consultant
<b>Lt. Col. Monwarul Islam, Head of HR, Modern Group</b>	Advisor & Consultant

<b>R M Nasrullah Zaidi, Asst Vice President, Prime Finance</b>	Advisor & Consultant
<b>M H Ali Miah, Head of Training &amp; Organization Development, Palmal Group</b>	Consultant
<b>Mr. Mahbubul Alam</b>	Compliance Consultant

NB.: Head of HR, Marketing, Operations, Compliance, Production, Quality from different renowned Corporate, manufacturing & pharmaceutical Industry will also work as consultant on Operational & marketing consultancy areas if and when required.

## Resource Panel

Name	Designation	Organization
Mosharraf Hossain	Head of HR	ICDDRDB
Noor Mohammad	Head of HR	Airtel Bangladesh
Syeda Yasmin Rahman	Chief People Officer	GPIT
Monjurul Alam	Head of HR	Eastern Bank
Lt. Col. Monwarul Islam	Head of HR	Modern Group
Asif Zaman	Head of HR	Premier Bank
Umme Qulsum Shapla	Group Head of HR	Apex Group
Rana D. Majumder	Manager-HR	World Vision
Dr. Sayem Ahmed	Head of HR	Opsonin Group
Arshad Bhuiya	Head of HR	Beximco Pharma
Mohammad Tareq	Head of HR	Concern Worldwide
Syed Waliul Islam	Chief, Training Cell	NGO Forum
Sonia Sharif	Sr. Management Counselor	BIM
Dominic S.S.V. Bennett	Director of Xcel	Institute of Interactive Learning
Mahbubul Alam	Sr. Management Counselor	BIM
Akhund Ahammad Alam	Sr. Management Counselor	BIM
R M Nasrullah Zaidi	Head of HR	Prime Finance
M H Ali Miah	Head of Training & Organization Development	Palmal Group
Mr. Mahbubul Alam	Country Compliance Manager	SRG Bangladesh

NB.: Head of HR, Project Manager, other key persons from renowned corporate, INGO, NGO, foreign expert from different industry will also work as resource panel as trainer and consultant if and when required.

## Contact Person

### ❖ Head Office in Bangladesh

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Web: [www.wardbd.com](http://www.wardbd.com)

### Services at a glance

1. Organization Development
2. Training & Employee Development
3. Head Hunting
4. WARD Assessment Centre [WAC]
5. Third Party Employee
6. Certification and Audit Management
7. Consultancy in the following areas:
  - a. HR
  - b. Sales & Marketing
  - c. Business Development
  - d. Market Research
  - e. Baseline Survey
  - f. Organization Development
  - g. Supply chain Management
  - h. Finance & Accounts
  - i. IT infrastructural Development
  - j. Market Promotion
  - k. Customer Service / Satisfaction

### Expert Areas:

- Corporate Organization
- Manufacturing Company
- NGOs
- Garments & Textile
- Sweater Industry
- Service oriented Industry
- Sales oriented organization
- FMCG
- Real Estate
- Hotel
- Education Industry
- Bank/ Leasing/ Financial Institution
- Cement/ Steel/ Shipyard/ Plastic manufacturer
- Labor oriented organization

### Details about the Services

#### 1. Organization Development

#### Employee Development

- TNA

- Training on different areas
- Seminar / workshop
- Role Play
- Coaching
- Reading Materials

### **System Implementation & Monitoring Tools Development**

- Set accountability to implement system
- Assist management to implement system
- Design monitoring tools
- Training regarding that tools implementation

### **Assessment & Evaluation System development**

- Employee satisfaction survey
- Industry analysis
- Evaluation tools development
- Evaluation system implementation

### **Infrastructural Development:**

- Website
- Office Set up
- Trade License, Company Inception, other legal documents
- IT infrastructural development
- Corporate Documentary
- Corporate Profile
- Brochure
- Promotional Tools

### **Management System Development:**

- HR Manual
- Quality Manual
- Operational Manual
- Compliance Manual
- Policy Manual including all policy to operate Garments
- Service Rule
- Service Book
- Standard Operating Procedure (SOP) for every department or process
- Process Flow Chart
- Manpower Planning
- Organization Chart
- Hierarchy / chain of command
- Job Description for every position
- Machine Operating Procedure
- Safety Procedure
- Fire Management
- Compliance assurance Management

- Workers' Right

### **Productivity Development**

- Time and Motion Study [Specially for Garments]
- Standard Target Setting
- Formats development for monitoring
- Crisis Management Plan for ensuring shipment [Specially for Garments]

### **Compliance Development**

- Checklist for Factory Compliance
- Set accountability for Compliance Management
- Techniques for assuring Compliance Document
- Formats Development
- Registrar prepare, and maintenance

### **Quality Assurance**

- Develop Quality Manual
- Develop Formats for quality assurance
- Techniques for Format analysis and study
- Preparing different report for analyzing quality failure
- Traffic Lighting System development and implementation [Specially for Garments]
- Buyer accepted quality procedure development and implementation [Specially for Garments]

## **2. Training & Development**

### **Training & Development:**

- This is one of the important wings of WARD. WARD believes that only Training can make success happened. Training helps to achieve the success at possible extent. That's why WARD covers this Training in wider range: Personal areas, Professional area, Academic areas, Teaching areas.
- The major focus of WARD training is customization. WARD believes that all trainings are not suitable for all organization or all individual. That's why WARD focus on particular areas. Not only the facilitation WARD beliefs that the expert in related fields should lead from organizing to facilitating. That's why WARD makes some partnership with relevant scholars to organize, to develop, to facilitate, to assess the training sessions. It can be treated as whole controlled by Experts.

#### **❖ Certificate Course**

- **Certificate Course in Professional Skill Development [New]**
- Foundation Course in Training & Development
- Foundation Course in HRM
- Certificate Course in Business Development
- Certificate Course in Marketing Management

- Certificate Course in Customer Care
- Certificate Course in Business English
- Certificate Course in Business Communication

**Upcoming:** Diploma Courses

- Diploma in HR
- Diploma in Training & development
- Diploma in OD
- Diploma in Pharmaceutical Marketing
- Diploma in Teaching Skill
- Diploma in Micro Finance
- Diploma in Customer Service
- Diploma in Counseling [for RMG sector]

❖ **Short term Training on Different areas**

- Business /Management Development related
- English Language, Communicative English & Business English
- Medical & Medicine Related
- Pharmaceutical Related
- NGO Related
- Garments & Textile Related

Module regarding all the above mentioned areas and master trainer module are ready in hand. Just it requires some fine tuning to make it more perfect & customized.

## Customized Corporate Training

**WARD organizes customized Training for any corporate organization to develop the employees of the organization. These customize training will be focusing on two areas:**

- **Soft Skill**
- **Operational Efficiency**

**Soft Skill Training:** For this type of Training WARD utilize the expertise from different Resources expert in that particular area / topic or chosen by Client Organization

**Operational Efficiency:** For this type of Training WARD uses the expertise of resources from the same industry or from the person who were involved in that trade or chosen by Client organization

### 3. Head Hunting

Right People at right place at Right time are the key to success to any organization. On the basis of this concept WARD Consulting started its journey with a mission to ensure RRR [Right People, Right Time & Right Place]

**WARD Consultants gives you the two types of opportunities:**

**Third party employee:** To have employee without having employee. The major benefit of this program is to use the skills & efficiency of the employee. All hazard will be belongs to WARD. You just use the efficiency of the employees. Employee will work for you but will be controlled by us.

**Having Right People:** No need to search, just think and let us know what type of people you require or specifically whom you are looking for. We will make it happen for you. Your wish is our way of work. WARD will find people for you only.

**Interviewed CV Bank:** Its another unique program in Bangladesh. You can have your employee by searching our interviewed CV bank. Renowned professionals have assessed the peoples. And only qualified CV has been uploaded in the CV bank with the comments from Experts. You just match with your benefits packages & specific responsibility along with the seniority. With this service you need not to conduct interview or any contact with huge number of peoples. You will get the potential persons with the recommendation page from the expert.

### 4. WARD Assessment Centre (WAC)

WARD is running assessment Centre for the development of Management staff. Also focusing on Management Trainee Development. WAC is also support client organization for Performance Management, Skill Development of management staff.

## 5. Third Party Employee

### Introduction

Right People in Right Place is one of the highest concern areas for today's corporate world. Now a days it has been proven that Employee are the best resource for any organization. But some times due to the business nature or in considering some other criteria; it seems better 'to have the service rather than the employees'. Based on this statement the corporate are now moving towards 'third party employee' concept.

**WARD Offerings:** Based on the Third Party Employee concept WARD will offer you the following:

- The total HR services regarding the employee involved for your desired services
- Pay roll management for those people
- Functions of Line Manager for tracking and monitoring performance
- Assisting client organization to have Disciplinary actions
- Train the people as per the requirement of the standard quality or organization demand
- Sharing the ownership regarding those responsibilities
- Regular reporting & MIS



- Last but not the least, Not Only the Head Counts rather SERVICES
- Flexibility to choose the services

## Methodology

**Requisition:** client organization will forward the requisition by filling all points in the prescribed form provided by WARD with sign and seal. In the requisition form client organization will mention the dead line also. If required WARD will discuss regarding the deadline to have the right and competent people.

**Recruitment & Selection:** As per the requirement WARD will search and collect CV. After that they will sort the CV and will have preliminary discussion. For the final selection client organization representative can be present in the interview board if they want. If they want they can take the interview alone also. In that case maximum 1:3 CV will be provided. WARD representative will be in the interview board if and when required. The selection process may contain different stage: Preliminary interview, written test, psychological test, medical test, Viva-voce, etc. After finalizing with the consent of client organization, WARD will issue appointment card to the respective employee.

**Orientation:** After joining of the employee WARD will provide Orientation to the employees regarding the rule, regulations, customs, cultures of WARD and the same of client organization.

**Basic Training on JD:** After giving their basic orientation to the employees, WARD will give the basic training for the employees based on Job Description provided by the client organization in collaboration with client organization. Venue & refreshment cost will be borne by client organization. In that session Client organization may provide resource person as representative.

**Further Training & Development:** If required, WARD will provide extensive training for the development of the new employees. It will be organized with mutual understanding in collaboration with the client organization. The duration, contents, cost will be fixed on the basis of demand and mutual understanding between client organization & WARD.

**Performance analysis:** WARD will sit with client organization to approve the performance Analysis SOP and formats. After that WARD will monitor performance in collaboration with client organization. client organization has the right to modify, add or delete any option of Performance Appraisal Format & SOP. On the basis of SOP WARD will assist client organization to do the needful regarding the performance appraisal

**Further development if required:** After reviewing the performance appraisal and expert comments, WARD will design development plan for the employees and will discuss with client organization. After getting the feedback and guidelines from client organization, WARD will organize, conduct & monitor the development project. All the information and requirements, costs, time will be fixed on the basis of mutual understanding with both the parties.

**Compensation and Benefit:** client organization will receive Payroll sheet within the 1st of the next month from WARD. After verifying, client organization will provide the fix amount per month basis to WARD account within 3rd of the next month. WARD will transfer the money to the respected employee Account or in cash within 5th of the same month. Client Organization will pay the committed benefits mentioned in the appointment letter.

**Monitoring & Feedback:** WARD will assist client organization regarding monitoring of the employees. In addition to that WARD representative also monitor the employees with their own responsibility and will provide Feedback report as per desired format to client organization on regular basis. If client organization wants to have strong monitoring, client organization need to pay to have a supervisor from WARD.

**Authority & Responsibility:** WARD will share the responsibility and authority as per the desired limit from client organization. As per the agreement & also the demand of client organization WARD will act to share the authority and responsibility.

**Disciplinary Action:** WARD will take the disciplinary action as per the requirement and recommendation from client organization in assistance with client organization. The extra cost will be borne by client organization (if any). If they want they can have the direct authority to take any disciplinary action against any employee. In that case client organization will also consult with WARD representative before taking any disciplinary action.

**Reporting & Communication with Client Organization:** WARD will always give report as per demand of the Client organization and will communicate with them regarding all issues on regular basis. The channel of communication will be sms, phone call, email, physical meeting.

### **Customer Satisfaction Survey:**

WARD will conduct customer satisfaction survey on quarterly basis. Based on the survey WARD will sit with the management of client organization to modify or re-fix policy / strategy if required.

## **6. Consultancy**

WARD Consultants gives you the opportunity to accumulate the scholars' brain child for the achievement of your success. WARD Consultants ensures a wider range of services like management, strategic decision, marketing, Organization Development, System Development, Project Implementation, Supply Chain Management, Security, HR, Compliance, Certifications and many more.

- Professional Development
- Social Development
- Organizational Development
- Customized Research for any Industry/company

## **7. Certification / Audit Management**

- ISO series
- SA Series
- WRAP
- BSCI
- FSC
- W\*Mart audit package
- CT-PAT/ GSV
- Ethical Standard

- FCCA
- Any other quality/ technical/ compliance audit

## 8. International Liaison

WARD has some joint venture program with Global Talent Consultants, Thailand, empi business school, India, Visionary International, Nepal. These international networks will assist to exchange expertise among the countries for the development of human resources in different industry. It also helps to place students for internship or any other higher studies.

WARD is going to sign the MoU with IMI India for running courses and some joint program with them.

## 9. Corporate Social Responsibility

WARD beliefs on CSR. WARD always tries to involve in CSR activities like poor peoples establishment, scholarship, free medical camp etc.

Conference & Seminar: WARD also organizes different national & international conference, seminars, round table discussion for the national development

## 10. Major Clients

### Financial Institute

Eastern Bank Ltd.  
Bank Asia limited  
Habib bank Ltd  
AB Bank Limited  
IFIC Bank Ltd.  
Bangladesh Commerce Bank Ltd.  
Brac Bank  
Trust bank  
Social Islami Bank  
Islami Bank Bangladesh Ltd  
Brac EPL  
Pragati Life Insurance Co  
SIBL Securities Ltd

### NGO

BRACK  
World Vision Bangladesh  
Islamic Relief Bangladesh  
Concern Worldwide  
Relief International  
CRP  
CAMPE (Bd)  
Caritas Bangladesh  
SAJIDA Foundation  
Student Aid

### Pharma

Square Pharma  
Beximco Pharma Ltd  
Nuvista Pharma limited  
Opsonin Pharma  
Zueling Pharma  
Aristo Pharma  
Radiant Pharma  
General Pharma

### MNC

Nestle Bangladesh Ltd  
Glaxo Smithkline Bangaldesh  
Holcim Cement Bangladesh  
The Coca Cola  
Marico Bangladesh Ltd

### RMG

Mondol Group  
Montrims ltd  
VIYELLATEX group  
Epyllion  
Ha-Meem Denim Limited

Apollo Hospitals Dhaka  
Asian Paints Bangladesh Ltd  
H&M  
Godrej household Bd Ltd  
Kenperk-Bangladesh  
Avery Dennison  
Hoplun(bangladesh)ltd.  
Dewhirst Group  
Next Sourcing  
Dachser (Bd) Ltd  
Aramex Bangladesh  
Damco

South East Textile Ltd  
Shanta Group  
Aman Knitings  
Ananta Group  
Niagara Textiles Ltd.  
MAA Composite Ltd  
Naziat Sweaters Ltd  
Sweatertech Ltd.

Besides these WARD is also organizing different programs for corporate peoples, students, and teachers.

### **Group of Ind./ Companies**

Energypac Power Generation Limited  
Expo Group Bangladesh  
Sena Kallayan Sangstha  
ACI  
Beximco Ltd  
City Group  
Abul Khair Group  
A K Khan Company  
NAVANA GROUP  
Olympic Industries Limited  
BSRM  
Nitol Niloy Group  
Gemcon Group  
Mongla Cement Factory  
Mirpur Ceramic Works Limited  
Khadim Ceramics Limited  
DPDC  
Desco  
Independent Television  
Desh TV  
Atlas Food and Beverage Ltd  
Anwar Group of Industries  
Khulna Shipyard  
Finis Standard Oil  
AND Group  
M&H Telecom  
World Com Limited  
Simtex Industries Ltd  
Bashumoti Group of Companies