Assignment taken- A Training and Skill Development For providing best value service

Case Understanding-

It is a courier company, which has branches across India and delivers to most pin-codes. Company's Board has decided to venture into 'Hyper Local Delivery space' and want to conduct local delivery through drones. Company Intend to build an end-to-end Drone Operations & Management Platform through which a rapid scaling of business can be achieved.

Company has performed several successful beta testing deliveries for initial participants and feedback received by Initial Users time saving is clear.

BCS Solution Summery –

As per HR perspective, Company wants drone services to add value to end users and as it is an extension of company's current services portfolios. For this-an efficient training and development plan will also be required with efficient set of activities to train the new staff with relevant skills and knowledge. It will eventually help them to add value to end users.

Solution--

As we want to conduct local delivery through drones. We will hire local candidates to as drone operator. They are well known about that particular area. So, if one in a moon any technical issue occurs - at that we have our own area expertise with us to deliver objects in given time.

For special training purpose , we hire 1 trainer to provide training in specially technical field

And another 1 trainer for soft skill training purpose. Our employees are our treasure and we want that they always shine in a group and get what they are capable of.

Training and Skill development-

*Drone Pilots are also known as Remote Pilots. A Drone Pilot controls a drone, causing it to take off, stay on course and lastly land safely.*

Training-

Special Training Programme for Drone Operators-

educated in **air law** and safe operations of your drone , undertake a flight test

Training Program for Technical Team

Soft Skill Development-

Soft skills trainings are useful for new and existing employees of all levels and are an extremely effective way to build an efficient, respectful and collaborative culture – ultimately affecting the bottom line.

1. Customer Service Skill-
   1. Good problem solver
   2. Listen and give solution on time to customers
   3. Keep employees up to date with product and service
2. Improve Communication and Presentation Skill

Conclusion-

As per HR perspective, HR always want that new and old employee always feel motivated by learning new soft skills and Technical Skills which helps to grow in career and give amazing output to self as well as to organization.

After attending this training time to time. Employees can use this new information to make our delivery service best in the world with customer satisfaction.

HR Solutions- Pushpak Viman(The sky has no limit)

Training of employees takes place **after orientation takes place**. Training is the process of enhancing the skills, capabilities and knowledge of employees for doing a particular job. Training process moulds the thinking of employees and leads to quality performance of employees.

Recruitment Process-

|  |  |  |  |
| --- | --- | --- | --- |
| Sr no | Position | No of Employees | Salary |
| 1 | Qualified Drone Operator | 4 | Rs.50,000 |
| 2 | Management Team | 5 | Rs.1,00,000 |
| 3 | Software Development Team | 2 | Rs.70,000 |
| 4 | Support Staff | 4 | Rs.20,000 |

Qualification –

1. Qualified Drone Operator -  a Drone Pilot, should be trained at a training centre authorized by the Directorate General of Civil Aviation (DCGA). You need proper documents and the next thing you have got to do is to get yourself registered as a ‘Remote Pilot’ to obtain your ‘Pilot Identification Number’ and Unmanned Aircraft Operator Permit (UAOP).
2. Management Team -

Human Resource Department-

**bachelor's degree/master’s degree in human resources**

The three major roles in human resources are; **administrative, change management, and people management**. Administrative tasks include hiring and monitoring of employees, managing payroll and benefits, and development of policies and guidelines.

Marketing Department –

**bachelor's degree/master’s degree in Marketing**

Marketing management is **a process of controlling the marketing aspects**, setting the goals of a company, organizing the plans step by step, taking decisions for the firm, and executing them to get the maximum turn over by meeting the consumers' demands.

Finance Department

**bachelor's degree/master’s degree in Finance**

Financial management is defined as dealing with and analysing money and investments for a person or a business to help make business decisions. An example of financial management is **the work done by an accounting department for a company**.

Operation Department

**bachelor's degree/master’s degree in Operations**

Operations management is the process that **generally plans, controls and supervises manufacturing and production processes and service delivery**. Operations management is important in a business organization because it helps effectively manage, control and supervise goods, services and people.

IT Department

**bachelor's degree/master’s degree in Computer Science**

IT managers are **responsible for coordinating, planning, and leading computer-related activities in an organization**. They help determine the IT needs of an organization and are responsible for implementing computer systems to fulfill the organization's information systems requirements.

**Recruitment Policy-**

Areas of Training-

Technical Skill

Social Skill

Types of Training-

1. Induction or Orientation Training

′ Introducing a new employee to the organization and its procedures, rules and regulations. ′ Every new employee needs to be made familiar with his job, his superiors and subordinates and with the rules and regulations of the Organization. ′ It is short and informative ′ Given immediately after recruitment • Eg. Induction programme at the Marriot Hotel is a two day event which includes - Presentation Sessions and Interaction with Top management, games, team building approach etc.

1. Job Training

′ To increase the knowledge and skills of an employee for improving performance on the job. ′ It may include ¬ Informing about machine and its handling ¬ Process of production ¬ Methods to be used ′ The purpose is to reduce accidents, waste, and inefficiency in performance

1. Rules and Safety Training

Air rules required to fly drone in sky.

Training provided to minimize accidents and damage to the machinery ′ It involves instruction in the use of safety devices and in safety consciousness.

1. Promotional Training

′ It involves training of existing employees to enable them to perform higher level jobs. ′ Employees with potential are selected and are given training before their promotion.

1. Refresher Training

′ Also called Retraining ′ Purpose is to acquaint the existing employees with the latest methods of performing their jobs and improve their efficiency further i.e. to avoid personnel obsolescence ′ It is essential because- ′ To relearn ′ To keep pace with the technological changes in the field ′ When newly created jobs are given to existing employees

Induction Timetable-

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Time | Action | Lead |
| 11-22022 | 10.00AM TO 10.15AM | Introduction | Leader |
| 11-2-2022 | 10.15AM To 12.15AM | HR Induction | Amruta Chavan |
| 11-2-2022 | 12.15AM TO 12.30 | Break | - |
| 11-2-20 | 12.30PM To 1.30PM | Training Session | Manager |
| 11-2-2022 | 1.30Pm To 2.30PM | Lunch Break | - |
| 11-2-20 | 2.30 PM To 3.00PM | Functional | Operations Manger |
| 11-2-2022 | 3.00Pm To 4.30PM | Income Tax | Finance Manager |
| 11-2-2022 | 4.30PM To 5.00PM | HOD Induction | Director |
| 11-2-2022 | 5.00PM To 5.30PM | Handover to Respective Department | Leader |