

TEAM SATURN

HRD Head – Bhakti Patil.

## UNDERSTANDING OF CASE STUDY

Our company “EAGLE EYE DROWN SERVICES” is a service driven company that provide an Airway Delivery Service. The company has decided to venture into Hyper Local Delivery space; i.e.; to provide drone delivery services locally. The company also wants to explore more business areas for cost-effective cargo deliveries. The company received positive feedback from the users after the trials. Drone Delivery Services was successful in delivering services. Therefore, as directed by the Board Members, the company needs to work on adding value to end customers. The Company has decided to start this venture as "Short Range Drone Based Services" instead of Long-Range Drone Flight operations due to high purchase cost of "Long range 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 such as food delivery companies, few Pharma Chains & Internal Local deliveries and looking forward for more business. The board of directors have set the goal for the company which are:

- 1) To achieve breakeven within the first year of the operations
- 2) To become market leader in Innovation
- 3) Brand establishment

There are so many challenges for Human Resource Department like, The concept of Drone Delivery System is relatively new in the market and is still fresh therefore there is a huge scope for the company to grow and expand in terms of delivering services to the customers. This expansion can then be followed by many ways like area or city or according to market demand. Therefore the role pf HR is very important in hiring ad running smooth functions of organisation. Also planning training and development process for employees and to reduce cost in all Hr activities.

## SOLUTION

We know that in todays world competition increasing day by day so we mush update with it and use new technology such as our drone delivery service. For the smooth functioning of organisation Hr personnel role is so important as well as there should be some rules and regulations required. In order to expand business with the vision ,mission and goals we required new work force who will go under the recruitment process, such as initial stage of selection. The potential candidate will be selected according to job profile then he/ she has to give Hr interview and particular departmental interview. After that there will be proper training plan for each employee to enhance their skills and achieve companies goals. This training process will be on going to increase productivity and efficiency of employee. Also performance appraisal will be done by particular department heads.

We are also concerned about employee satisfaction and all legal compliances like PF,ESIC. To grow the company human resource is very important as employee should be happy and feel like company is taking care of him, so as a Hr my responsibility is to create such a healthy environment to work, resolve conflict and increase productivity. All this are the main objectives of Human Resource Department.

## A. JOB DISCRIBTION

No.	Role	Responsibilities	Required strength
1	Qualified Drawn operators	<ol style="list-style-type: none"> <li>1. Check drones before a flight to ensure safe and proper operation</li> <li>2. Analyse weather forecasts to ensure safe flights</li> <li>3. Document pre- and post-flight logs</li> <li>4. Plan drone flight routes</li> <li>5. Navigate drones along designated paths</li> <li>6. Gather information or produce aerial photographs, as needed</li> <li>7. Perform equipment testing, troubleshooting, and maintenance</li> </ol>	7
2	Management Team	<ol style="list-style-type: none"> <li>1. Creating and communicating a vision fitting to the strategy</li> <li>2. Monitoring external factors and reacting to those in a proper way in order to safeguard the organization for the future</li> <li>3. Budget and financial management</li> <li>4. Human Resource Management</li> <li>5. Plan Market strategy</li> </ol>	5
3	Software Development Team	<ol style="list-style-type: none"> <li>1. Develop the features laid out in the Sprint.</li> <li>2. Update the status of the software project to the Project Manager or Tech Lead.</li> <li>3. Estimate the amount of time needed to deliver a given task.</li> </ol>	3
4	Supporting Staff	<ol style="list-style-type: none"> <li>1. Do Administration activities</li> <li>2. Responding to customer questions via online chat and email.</li> <li>3. Help where other team need.</li> <li>4. Packing and loading work.</li> </ol>	6

This is the job description of required candidates.

## B. Recruitment Policy

Recruitment is the main function of HR .For the expansion of business we required right men at right position .The candidate must understand the values ,culture ,vision ,mission and goals of company. The candidate must be proactive flexible and must add value to organisation. Potential candidate got selected and then he/she have to give Hr/departmental head interview. After that candidate will be selected. There are so many ways to hire required candidate as follows

- Campus Placement : we can hire candidate through campus of various reputed collages. we get fresh and hard working people there.

- Recommendation : We can hire candidate through recommendation of management team or departmental expert personal. The existing people can also suggest potential candidate .
- Hr Consultancies : we can get right person through hr consultancies . These are firms who act as a middleman between employer and recruit.
- E-Recruitment : we have so many good social platforms like LinkedIn and Facebook. We can get required candidate via giving add on these platforms.
- Promotions : Giving promotion to right candidate is also internal part of recruitment .
- Transfer : Transferring the where he needed is also part of recruitment .

Budget for Recruitment process : 7,00,000rs per year

### C. Employee Policy :

Employees are the indivisible part of organisation. Job satisfaction plays important role to grow organisation and make work place happy and healthy environment. For this we have followed all government rules and acts also created policies which make employee more satisfied.

- Employee Wages :The adequate candidate will get right salary according to his work and other compensations as well.
- Gratuity Policy : Gratuity is a company's way of appreciating the service provided by an employee for five or more years. It is an important practice in business and to have happy employees. Furthermore, It is also a legal compulsion to pay employees gratuity under the payment of gratuity act, 1972.
- Employee provident fund :The employees' provident fund act, 1947 provides employees with income security during their retirement also, It is a social security fund that gives employees benefits like retirement pension, medical insurance, housing care and more.
- ESIC : The ESI Scheme is financed by contributions from employers and employees. The rate of contribution by employer is 4.75% of the wages payable to employees.
- Leave Policy : The leave policy is created to give employees a clear picture of the number of leaves an employee is allowed to take annually. Furthermore, it should also mention public holidays.
- Performance Appraisal : Performance appraisal is done in 1 year period by measuring employees performance according to his efficiency and improvement in work. Will give increment in salary according to this.

This are some major employee policies with we also give other policies which make sure that employee feel taken care by company. Also we give insurance coverage to our employees. To expand business employees of organisation are main asset.

Budget for Employee Policies including salaries :19,80,000rs per month.

### D. Shift Schedule :

As our business growing and we delivering service 24/7 there are working in shifts. Each shifts consists of 8 hours. By laws after working of 48 hours employee/worker must given necessary rest of 24 hours. According to that each shift employee get one day as weekly off .There are working carried in 3 shifts as follows :

No.	Shift Time	Shift Type	Weekly Off
1.	7am to 3pm	Day shift	Sunday
2.	3pm to 11pm	Swing shift	Tuesday
3.	11pm to 7am	Night shift	Friday

Shifts are made for consistent service providing and smoothly functioning of business. Employee are rotate in each shift every week.

## E. Training and Development Plan

On going training plan is required to increase productivity and efficiency of employee. There are many ways of training like Internal training , External training ,On job training ,E-learning Management games ,Workshops ,Lecture method .Training is given to employee for their personal skills enhancement and knowledge upgradation. Here is the training plan.

No.	Trainee	Training Topic	Mode of training	Duration
1	Drown Operator	<ul style="list-style-type: none"> <li>i. Flight planning and ATC Operation</li> <li>ii. Basic navigation meteorology</li> <li>iii. Drown lows in India</li> <li>iv. Regulations in operations</li> <li>v. Advance Drown operating</li> </ul>	<ul style="list-style-type: none"> <li>1.Leactures</li> <li>2.E-learning</li> <li>3.External training</li> </ul>	3 days per month
2	Managers	<ul style="list-style-type: none"> <li>i. Behavioural training</li> <li>ii. Particular Department training</li> <li>iii. Stress Management</li> <li>iv. Communication</li> <li>v. Core values of company ad vision</li> </ul>	<ul style="list-style-type: none"> <li>1.External trainer</li> <li>2.Vedio conferencing</li> </ul>	3 days per Month
3	Software developers	<ul style="list-style-type: none"> <li>i. Agile software practices</li> <li>ii. Software testing</li> <li>iii. Software project management</li> <li>iv. Software security</li> <li>v. Mobile development and testing</li> </ul>	<ul style="list-style-type: none"> <li>1.Expert person in software in Company</li> <li>2.E-learning</li> <li>3.External training</li> </ul>	3 days per month
4	Supporting Staff	<ul style="list-style-type: none"> <li>i. Administrative activities</li> <li>ii. Customer Handling</li> <li>iii. Communication</li> </ul>	<ul style="list-style-type: none"> <li>1.Internal training</li> </ul>	2 days per month

## Action plan of Training

No.	Time	Duration	Sessions
1	10am to 10.15am	15 mins	Attendance and arrangements of people
2	10.15am to 10.30am	15 mins	Introduction of Trainer as well as employees
3	10.30 am to 11.30am	60 mins	Lecture
4	11.30am to 1.30pm	120mins	Practical implementation of theory
5	1.30pm to 2.30pm	60 mins	Lunch Break
6	2.30pm to 3.45pm	75 mins	E-learning / Employee engagement Activity
7	3.45pm to 4.00pm	15mins	Tea Break
8	4.00pm to 5.00pm	60 mins	Analysis and Feedback

Budget For Training Plan :15,00,000rs per Year

The total Budget of Human Resource Department for 1 year is :2,59,60,000rs

## F. CONCLUSION

We are a new innovation in courier service and our firm expect to achieve the mission, vision and gals, to achieve break even, create brand value, expand market share. HR department also looking forward to recruit best people and retain them. Cost management in HRD, constant training and development programme, best employee policies to get optimum results through it.