

EXECUTIVE SUMMARY

The company being a well-known construction company engaged in medium and large-scale construction based in Sri Lanka at the time when they started their business. After few decades, they have moved to other Southeast Asian regions and Middle East countries proving their excellent work as deliverables. It went on to satisfy the customers locally and internationally securing more opportunities.

Since the human resource being the paramount component in their entire exercise, the skilled staff play a major role than any other category. When the company struggled to keep the skilled staff constantly, it invites multiple issues for each segment of the functional areas. Especially, during the last five-year period the skilled staff turnover is being increased. Therefore, the company continues to experience the issue at hand resulting as a major obstacle to perform their prime activity or construction.

To arrest the situation, after applying the management tools to analyze and identify the issue underpins the high turnover of skilled staff as identified several solutions to be implemented on short-term and long-term basis. The procrastination to introduce solutions crippled the entire operation creating severe damages threatening the existence of the company, especially during the current turbulent economic environment.

As for the objectives to control the situation, it has been identified to streamline few measures as solutions under key headings found in Ishikawa Analysis. Namely, work administration, rewards and recruitment which helped to unearth the courses which are being led to upwards trend of skilled staff.

Specially under the said key areas of activities, it is recommended to implement structured system to get measurements and prepare reports of completed work to finalize claims focusing more cash flow into the company. Payments that are currently pending, threatens the supply chain for the materials that are needed to the ongoing projects to be streamlined by allocating more skilled staff to finalize and settle any outstanding amounts as well as continuing the payments to the suppliers. It is recommended to introduce a performance-based rewards scheme to motivate skilled staff. Additionally, new method will be designed to

recruit skilled staff for the company being another recommendation with to expand the current strength of supporting staff facilitating skilled staff to focus more on their assigned skilled staff roles.

Final part of the MFRP indicates the findings that are expected and recommended with the skills gained in this project. Under the recommendation discussed, short-term and long-term projects implementation to meet the expected outcome as mentioned in the main objective of the project is to reduce skilled staff turnover from 21% to 10% on short-term basis.