

Through this report i will be giving you an insight and discussing my chosen topic of industry which is Anglian Water LTD, i will evaluate in the context of beliefs, value systems, attitudes ,and management theories, and i will demonstrate and apply the appropriate level of critical thinking inventions to improve the quality of production, and improve services ,and customer engagement, and i will conduct an evaluation of the agreed scenario.

Beliefs

Belief is an eternal feeling, an acceptance that something exists or is true without proof. The belief system of Anglian water was that they believe strongly in education. And incorporated it in their organization.

For instance In 1974 there was an attempt to transform water utility companies through the means of a corporate university initiatives, which provided the bases for the delivery of organizational development, many small operators connected into a regional management, with a new philosophy that superseded the old concept, regional knowledge base had to be established in order to get the best practice, but these authorities were still restricted by non-commercial rules, and were purely limited to the British operations.

However, in 1989 drastic measures occurred, privatising public services, as a means of increasing customer services, efficiency, and investment.

They had to make a transformation from local authority to global companies, they grew both commercially and geographically, and expanded to other country's such as America, Europe, Asia, Scandinavia, and Australia by the later part of the 1990,s the customers abroad exceeded the locals in the UK, the heart of the company in the UK operates according to the terms and condition applied of their licences, and settlement for charges, services and charges determined every five years by the state regulator. (Parton, 2005)

Values

Anglian Water LTD aim for perfection, and are committed to improve their every endeavour, and to be transparent, with integrity towards their customers' needs, and advocate care for the environment, such as working with the farmers and creating a { catchment management system } to combat the infestation of slugs to their annual crop, which at present the farmers are using Formaldehyde, which is highly toxic and can seep into the water table through rain fall, or drain pipes.

So, an alternative would be Pressfrostrate, an insolvent in the water, which is less harmful. One of the most concerning Global challenge is the accessing of clean reliable source of water, so through their programs, and vision plans they intend

- To be in support of their regional catchment partnership
- To improve the variety, and availability of life on earth, and manage invasive species.
- To monitor pollution in the costal water, by taking a catchment management approach.
- To recruit and employ catchment Advisers to monitor in the field to identify and reduce pollution.
- To use data collected to identify which initiative will be more beneficial
- To improve on existing Data to understand high risk and priority areas.
- To work with essential partners such as local business, and farmers to identify the challenges and opportunities, to protect the raw water sources. Anglian water, *YouTube*, December,11,2019

Values and the purpose of reflection in supportive learning

Practitioners, and Professional bodies widely endorse documenting professional learning to elevate the standards of profession. Due to the lack of definitive definition of the term reflection, there is some uncertainty and confusion as to what reflection actually is. For the purpose of research, it is important develop a consensual agreed concept. As a framework for coaches to learn from their experiences around the world, reflection is now advocated by educational programs, and coaches. It is generally agreed that reflection in and about practice is crucial to the building and maintaining of the abilities of teachers. (Day,1999, p.221)

Attitudes Beliefs and value systems

To fully understand their Attitudes, beliefs and value systems, it is important to comprehend what each component of the theory represents, and how they relate to each other, beliefs are perceptions without proof, or assumptions that something exist or is true, as individuals we have many beliefs, in general beliefs are classified in two groups central, and preferential, central beliefs are harder to change because they are central to the individual and become the core of their

thinking, and how they perceive the world, preferential are less important and easier to change, and are open to discussions, and can be persuaded to change with an open mind.

Rokeach (1968)

Attitudes of Anglian water Services

The attitude of Anglian Water Services is that they operate a fair-trade policy with Zero tolerance to child slavery, and sustainability practices in the Echo system, and the environment. Their supply chain team has partnered with Echo friendly practicing schools, which receives Extra additional training from the school's consultant.

The school's Modern-day Slavery awareness is bean integrated into the curriculum into all Anglian Waters Protocall, and professional annual training plans. And the employees of Anglian Water LTD, have all receive a policy on modern-day slavery practices, fraud, and anti-bribery. Their whistle blowing policy promoted by the company encourages employee to identify, and report any suspected malpractice, underhanded, or illegal practices within the company.

[Anglianwater.co.uk/siteassets/household/about.us/slavery-and-human-trafficking-statement-2019.pdf](https://www.anglianwater.co.uk/siteassets/household/about.us/slavery-and-human-trafficking-statement-2019.pdf)

(Anglian Water Business National Ltd. 2019)

Anglian Water is an industry that operates in the East of United Kingdom. Angier Water is regulated under the United Kingdom's industry Act 1991. Any company or business including the public sector, charities, and non-profitting organizations, are free to choose which water retail provider, and sewerage and trade services they wish to utilize as their provider, in very much the same way as your energy provider, or telephone supplier. . (Anglian water. Services 2019).

Which means you have the freedom of choice to choose the best provider that suits the needs of your business. Meanwhile your choice of retailer will provide you with customer services, and charge you within

the region, Anglian Water is still responsible for delivering suitable drinking water to your home and has the responsibility of treating and recycling used water back into the environment. (Anglian water service LTD 2019).

The company director is Richard Alistair, appointed on 31st August 2017. The Financial controller is HAZON Steward appointed on 31st August 2017. The occupation solicitor is PARKER Martin appointed on 19th April 2018. Their occupation Director is WHATSON, Nigel Johnson, and their occupation Solicitor is PARKER, Martin, and Their HQ is

Northumbrian Water Group Limited,

Bolton House

Wheatland Way,

Pity Me

Duram,

United Kingdom, DH1, 5FA.

The water and sewage charges are published every February for the coming year these will apply for 1st April to 31st March. This is the standard tariff for domestic customers that will apply when you first set up your account. there are a variety of services on offer to suit your needs. Such as **My Water**, an online service which allows you to manage your water and sewage account 24 hours a day 7 days a week, and you can also view your details, submit your meter readings for a more accurate billing account, check on your consumption history, view your account at your convenience, pay your bills online, receive electronic bills, raise complaints and queries and track response, and also view your payment history. and also, Aqua care Plus.

AQUACARE PLUS

Aqua Care Plus special meter for homes that are experiencing financial hardship but has a high demand for water is a scheme specially allocated to address that demand.

Knowledge Management & Collaboration Within Anglian Water LTD.

It appears that very few British companies need to be convinced that it is necessary to develop Knowledge management policies, and invest in Knowledge management software and services. Ovum financial forecasting body provides integrated 5year forecast, complete with telecom and media market, prospective, gives a detailed view of region, industry and technology, has predicted that the Knowledge management software growth will increase from \$515 Million in 1999 to \$3.5 billion in 2004. Successful management projects enhance and encourages collaboration between employees. Financial business analysis forecasting, (Investopedia) focuses at the end of the financial year on essential areas such as sales and growth.

The beginning of AWG starts with the invention of Anglian water Authority which serves approximately five million people in 1989 in the east of England, which was also privatised, creating the main company Anglian Water PLC. (Anglian water services LTD Knowledge management services Limited) (KMS 2019)

THE OPERATIONS & STRUCTURE OF AQUA CORPORATE UNIVERSITY

The initial focus was on providing the university with its own syntax within a particular part of the business known as Anglian water services. But staff from various parts of the group were involved, and the idea was that with a bit of coordinated practice the functioning system would spread throughout the industry and throughout the world. Initially they started with a federal structure, and the Anglian team was advised by a learning council on different brands of learning, for the industry, with a variety of interest, and activities, the main objective is to meet the aspiration through a culture of learning to develop business activities, each unit of the business had a main learning core that provided information on a wide range of subjects. It encourages team work, and promotes ownership, and the outcome of each experiment had to be mirrored in other businesses, and practices were shared and duplicated across industry. (Matthews 2005). The case of Aqua University.

This allowed personal ideas to be developed, it encourages innovation, promoting teamwork, and it encourages ownership.

In 1994 a series of network for exchanging information was established. It was a platform for shearing the best practices across the various groups, such as technology networking, and executive management. And staff were free to make their own contribution as to the creating and running of the systems, and programs, and they could be permanent, or temporary, and they could cover issues from a general to a personal basis. But generally, employees would reflect the needs and requirements, of the policies of the firm. (Matthews, 2005) the case of Aqua University.

Management theories

What is required of a manager? And what should you do? A simple but surprisingly difficult question, to choose a job you'll enjoy and excel in, you'll need to know what your letting yourself in for, but unfortunately it is not clear cut what the role of a manager means, and the answer seems to lie in a list of things managers do, however such a list is of little value, because the role of a manager is unique, and the job is unique.

(Newton 2011, p6)

Objectives of a Manager

- To be practical and make informed realistic choices
- To have sensible expectations of your new managers role
- To find a way to create, discover, and explore what is right for you
- To develop a clear understanding of a specific role you need to perform to succeed.

Common issues in achieving these objectives

Managers frequently changes their jobs and roles, and in every experience, managers can struggle in their new roles, promotion for managers are for the most part determined by the success of their past performance.

A new manager does not have a Clear-cut mandate of what is required on the job and is often surprise and stressed at the start, this is usually a temporary, but for some managers this leads to disappointment and delusion.

The Managers Guide

In the old Days it was simple the Manager was the boss, the owner of the business, and what he says goes, he was in charge and he ruled

over the same small group of people constantly till retirement or died. If anyone had a higher education, it was the boss, and training in Business management, and becoming a manager, and owning your own business was unheard of.

And if you asked anyone what the role is of the boss, they would tell you straight along the lines of the above.

That was the basic picture we had and even though we can find many faults with this picture, at least it was clear cut as to whom does what. Some people who had never worked in an industry still think it is like that.

On the contrary modern life have evolve away from that image, todays managers bear little resemblance to that image.

What is it like now? The manager is certainly not the owner of the business. and if he is it would be a small company, and staff wouldn't just do what he says, the manager has limited power and has to develop influence to get things done.

The workers are significantly more experienced in understanding their roles as professionals than the manager does, and although there is exception to the rule the managers holding, or contract is a few years at best, maybe less, he might have a degree, maybe even a business degree, but so might all the other workers, and we don't call them workers anymore.

If you ask a range of people what a manager does, you'll get a range of diverse answers. The term manager refers to a wide range of answers, and a varied range of roles, this is made more complicated by the use of the term manager to define job title and role.

A peoples Managers role can vary considerably depending on the size and nature of the business, for example those working in a smaller business, due to limited resources, they need to be more flexible and adaptable, while those working in a larger firm will have clearer defined roles and would be expected to work in a corporate structure, and in line with bureaucratic processes, as in the public sector.

Barry, N. (2013)

Introduction to Leadership

Clarify your values and questioning your beliefs, and assumptions increase yourself Knowledge, and use your increase Knowledge to gain valuable insight into any potential implication in how to manage people. Discovering how to develop your skills in reflecting can help in to increase yourself awareness and self-knowledge.

Martin, J. (2011)

Leadership is not a position it is a mindset

So therefore, we need to be aware that even if we are not a formal Leader in a company, with authoritarian role, and responsibilities, we can still be mindset leaders that takes responsibilities and has authority in person. (Brennerman, 2014)

Effective Leadership

Effective Leadership knows that the position that they hold is not in itself leadership, but the position gives them the opportunity, the credibility, and the permission to exercise leadership.

Aronoff, (2005)

One of the most studied topics in the business world is Management along with Leadership, there is a wealth of literature covering the topic and there are many views as to what makes a good manager and their role. And how effective teams are developed, and managed. Many hold the view that management is best learnt by doing it.

Managers gets things done through people, whether they are concerned with making and selling, of manufactured products, or developing and selling services, managers work in all areas of the business, and apart from providing services, and manufacturing products for customers, they can also be involved in delivering services internally for other parts of the business, or company, and in most cases they charge for these services. Such as Human Resources, Communication, Information Technology, or finance.

Marketing and operational management all use people to develop, make and Sell their product. Managers in various functions have to manage people in order to deliver and meet their work objectives.

Operational Managers, and marketing are all in the habit of using people to market, sell, and develop services and products.

In order to meet objectives Manager has to manage in various functions, these staff may be in a small team, or unit in which the Manager is responsible, and they also may others inside and outside the organization I.e contractors

Newton, (2011)

According to (Gerald A Cole) Contingencies and systems approach to management theories are facts, for an organisation, but the issue may not be quite so clear, reason been that the boundaries of a Company may not be so clear, the boundaries of a social system may be bleared.

The case may be argued that the examination of both micro and macro factors is essential in the approach of interlinking of the economy, and social, political, and cultural system, considers how countries mobilize their human resources and enabling capacity building on a national, individual, and organizational level, which on a multilevel frame, offers ways to considers practices, and skills that are at a level to identify and create values. On further examination on the third level from a Human resource prospective, can be useful in addressing discrepancies in the Human Resources model building literature. (Algaraga,2018, p. 520)

Other systems of management theories are as follows

- CRM: Customer Relationship Management.
- MIS: Management Information System.
- CSR: Corporate Social Responsibility.
- ERP: Enterprise Resource Planning.
- TQM: Total Quality Management.
- ETD: Employees Training and Development.
- IPS: Improving Products and Services.
- IOS: Improving Organisational Structure and Culture.
- Electronics.
- Ecommerce.
- ISO 9000] international standard.
- ISO 14000] international standard.

These systems and strategies would involve delivering good customer service, offering customers loyalty rewards, customer feedback, improving products and services, and bringing in diverse teams to work.

Strategies are the system used to develop a unique type of service which is synonymous to that company. Strategy is what you are going to do to reach your objectives. Objective are the aims you have, the goals your group have set.

As a way of demonstrating their contribution to the organization, Human Resource department frequently uses statistics. But according to Antony Hesketh, and Steve Fleetwood they take issue with that scientific approach, and argues the point that been preoccupied with statistical analysis is misguided because it fails to take into account the complexities of an organization, and the full range of issues that influences the performance of individuals. Fleetwood, and Hesketh, (2010)

Structure and Institutions

The term institution and social structure are frequently mentioned in many social scientific disciplines, but there are ambiguities about what the words mean and their relation to each other, perhaps the most common approach in mistreating the relationship between social structure, and institution, would be the way they have been used interchangeably. This may be taken for granted or it may be embedded in the commonly held idea that institutions are a kind of social structure. According to Hodgson institutions are a kind of structure that matters most in a social realm. They make up the stuff of social life. (Hodgson 1998).

But on the other hand, Riesman state social institutions form an element in a more general concept known as social structure. (Riesman. 2004)

Highly effective teachers are much more likely to have undergone mathematical development training over a prolonged period of time, which they credit to their training, Professional learning is more likely to be effective, if teachers are provided with relevant opportunity to broaden their horizon. According to (Stephens 2000) there is a lack of confidence among primary school teachers in their own knowledge and understanding in mathematical affairs. (Stephenson 2000)

Recommendation

As observing the Attitudes, Beliefs, Value systems, and Management theories of Anglian Water LTD. It has come to my attention through my research on the company, and watching one of their promotional Videos that there is a huge National problem with drain blockage caused by

what they called fat burgers as they described tenants pouring excess cooking oil and fat down the drain thinking it is safe as long as you flush it down with hot water, which only makes it worse when it meets the sewers that had been blocked with baby nappies, Makeups, and wet wipes that had been flush down the toilet and do not dissolve, and turns in a sort of candle wax, and cause a blockage for the hole street.

So, I would recommend to the managing director of Anglian Water, public awareness, Education in schools, and media adverts on National TV. And not just on their Google website, and Home page.

Because even in my own personal habits, until I saw their promotional awareness video, I used to throw my excess oil in the outside drain thinking it was a better practice but realize after watching their promotional Video that it was just as damaging. So, I shall from now onwards be throwing my excess oils in Plastic or glass bottles and throwing them in the bin.

And I am convinced that should the public been notified of a given problem, and been given a solution, or instructions to amend that problem, they would willingly comply.

Critical thinking

“The skill of acquiring and evaluating information about new forms of practice, and new ideas are probably more important than the retention in memory of increasingly obsolete block of propositional Knowledge” (Eraut, 1994 p.113)

Seeing through faulty reasoning, planning your reading strategy, assessing your evidence, developing theories and explanations, aiming for impartiality, (Catchfield, 2018, p.241) Critical thinking.

Thinking is a mental activity which is experienced by someone when confronted with a problem that must be solved according to Segala (2011). This act is showed to be able to understand the problem to solve

the problem so that he must do an activity called thinking. In the teaching and learning process in the classroom according to Ansari (1996) in his book **the teaching and learning process in the classroom**, Ansari states there are many teachers who decline to impart the skill of

Criticality to their students, and by not providing that learning the students don't comprehend the purpose of obtained materials, because they only accept the materials provided by the teacher, but in the learning process, on the other hand, to demonstrate the purpose of delivery learning. (Ansari, 1996, p.267)

Critical thinking is an intellectual process in which thinkers purposely analyse the quality of their thinking, thinkers use clear and rational, reflective, independent thoughts. Critical thinking is a valuable high-level skill to solve complex and difficult problems that needs in depth analysis. (Wardani, et al, 2007)

Conclusion

In this report I have included an insight into my chosen industry of choice which is Anglian Water LTD. I have applied critical thinking, and evaluated in the context of Beliefs, attitude, value system and management theories, I have applied and demonstrated an appropriate level of critical thinking in terms of improving quality product, and customer engagements, and I have highlighted Human Resource management activity.

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<https://www.anglianwater.co.uk/news/anglian-water-completes-biggest-solar-energy-project-to-date/>