

Problem solving and decision- making task 2

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INTRODUCTION

Problem solving and decision-making is referred that solving problem is an action, whereas decision-making is an action. Decision making and problem solving are essentials aspects for the organization. This report will discuss the employees safety disregard on amazon that company failed to provide workers with a safety and disregard for health and safety.

MAIN BODY

Complex problem in workplace including its scope and impact:

Amazon has various complex problems because of unsafe working conditions at amazon warehouse. There are various injuries are occurring at warehouses. Amazon has bad services regarding the employees because employees face various issues or hazard at industrial warehouse (Leonard and Hines, 2020). Warehouse of amazon are incredible risky because of heavy loads to harmful substances and not provide better equipments. Various hazard at workplace which are:

fire hazard are common at warehouse and amazon not provide any safety regarding fire at workplace of employees. Amazon not provide the extinguisher and sprinklers which are mandatory at warehouse. In electric hazards, they are not provided globs and safety equipments for electricians because mostly electrical fatalities occur as workplace. Labours need electrical equipments for the safety, and they also not provide first-aid facility at warehouse and it is very harmful workplace for employees. On the daily basis, one injury and case are occurred at workplace. Employees or labours can injured at the time of work at warehouse. In order to temporary or permanent injuries to muscles, nerves, ligaments and tendons caused by performing the same motion over and over. It is a big problem that they not provide the prevented equipments for the employees (Wawrla and Maghazei, 2019). Employees can face breathing issues at workplace because of chemical exposure which are hazardous for employees and many illness cases resulting from chemical exposure occur in workplace because they not prove training to the employees and prevention as well as safety materials.

Analyse information on the identified problem, to help inform the decision-making process:

Amazon provides poor facility at warehouse, the same workplace injuries and hazard occur over and over, falls are dangerous, to be cautious when handling chemicals, fire hazards so company have a strategy in place to ensure that are protecting their workers and ensuring that their liability is prevented. Amazon should reduce hazardous at warehouse for employees and dangerous behaviour in the workplace. Amazon recognize training as the best way to minimize the falling injuries at workplace (Tuijp, 2020). In further illustration, chemical exposure centres for disease controls and prevention estimate more than a million workers in united kingdom which are potentially exposed to the chemical that can occupied through the skin. Employers must develop, implement and maintain at workplace complete hazard communication program that includes the availability of material safety data sheets and employees training programs. Apart from unsafe working conditions, mistreatment and discrimination and workers also have complained about wages theft. Workers found greater risk of injury , due to lack of training, moreover the death of temporary workers at a warehouse resulted fines and that fines charges by staff agencies , not by amazon. The performance of temporary workers re higher than resulting in more injuries. There is no handling emergencies and medical facilities for the employees. It doesn't appear that amazon had any step towards the worker's health as well as must modify the health situations.

A range of alternative solutions to the problem of unsafe condition at the warehouse

The organization leads the domestic as well as international marketplace by resolving the problems of the employees are facing at the warehouse. By providing solution to the problem the organization is able to dealer satisfaction to the workers and improve the brand image in the marketplace . In order to resolve the problem of unsafe condition at the warehouse, the amazon have opportunity to considered various alternative solution which are mentioned as follows:

Electric hazard: it is the most common problem occur in the warehouse of the amazon. So in context to that the company should take some major steps in effective as well as efficient manner. It is the responsibility of the organization to deliver guidance about the electric equipment which is utilized in the process of production. The company need to invest capital and time for delivering training to the workers. In context to that the company need to used proper electric equipment in the warehouse. Along with that the responsibility of the organization is to

mark warning sign for the hazardous zones. Protective cloth which prevent from the electric shock is to be worn by the members and provided by the company (Garani, 2019) .

Fire issue: in order to resolve this problem in effective as well as efficient manner the organization need to provide various resources to the employees which includes fire extinguishers in all the areas of the warehouse. The company should check out the leakage of gas on the regular bases to avoid the flow of fire in the warehouse. Along with that the company have to provide training for the guidance of how to use the fire safety product. Along with that the company avoid the expose of wire and change with the goods quality wires.

Chemical exposure: in order to deliver safety from the exposure of chemical the organization should provide proper gloves, masks, and protective tools etc. for avoiding contact with the hazardous chemicals. In context to that the amazon should provide isolated areas for storage of the chemical which is quite harmful for the health of the people. Apart from that the organization should deliver precautions to the workers regarding the use of chemicals (Gregório, and et.al 2020.).

Injuries: in context of avoiding the injuries at workplace the company should provide machines to pick the bulky items. Beside this the company should improve the manual handling by providing training about proper ergonomic posture. For the lifting of heavy product or the machinery the company should provide lorry to the employees at the warehouse. The injuries took place due to slippery floor so in context to that the company should make sure that the floor is not wet or properly clean time to time.

Appropriate option for appropriate solution

From the analysation of the various solution it will be determined that the training and development programme will be the most suitable for the safe condition at the workplace. Among the different solution training is the most appropriate which resolve the problem regarding, fire, electric hazard, chemical expose and injury. In context to that the company should provide the guidances to the workers in order to increase the awareness among the people for operating the function in effective as well as efficient manner. In the training and development programme the organization or trainer deliver the information about the resources. In this programme the company the amazon should guide how to use the resources and equipment in an appropriate manner (Klein, and Crandall 2018). Along with that the company need to highlight the proper instruction regarding the safety at workplace. For the effectiveness and areas of the

improvement the company discuss the problem and solution with the employees that satisfy the health and safety issue of the consumer. Along with that the company will mention to perform the task as per the individual capability.

Furthermore, the organization should acknowledge with the hazardous resources and the areas. Apart from that the Amazon should provide the way to focus and determine the risk in order to reduce the chances of uncertainty. Moreover, the representative of the training and development program should mention the measure which suppose to take by the workers while performing the task in the warehouse. Further this will help in improving the quality of the work and providing the safe culture and the environment within the company. Apart from that the representative of the training suppose to acknowledge the workers with the different sign which is implemented in the warehouse for the safety purpose (Evers, Krzywdzinski, and Pfeiffer, 2018).

Plan for implementing the solution

Aim: the aim of implementing the plan is to deliver safe condition to the workers at the warehouse.

Objectives: the objectives of the plan is to increase the value of the brand in the domestic as well as international marketplace. Along with that to provide health and safety to employees that satisfy them effectively.

Skills: for the implementing the training and development programme the individual person required communication skills, decision-making, problem solving, leadership etc.

Strategy: for implementing this plan the organization communicate with the workers, exchange the ideas and views with the worker. Apart from that the amazon provide the budget to the management for implementing the resources associated with the training and development programme. Along with that the company hire the talented candidate which will be capable enough for resolving the problems of employees and able to train them (Silva, and et.al 2020).

Resources: for the training the company will require the conference or board room which are well-equipped for providing training to majority of people. Along with that it will require computer or the projector for delivering the information about the sign and the talented or skilled representative for the presentation of training.

Time duration: for the successful implementation it will require approx two weeks to arrange all the resources and to analysis the problem for the better guidances and briefing.

Communicate the plan to stakeholders:

Amazon should deliver their information to the stakeholder which helps to stakeholder to make decision regarding their plan (Loureiro, 2021). Firstly, identified the stakeholder those are investor, top managers, trainer and most important employees.

Stakeholders	Format	frequency	Distribution plan
Investors	Mail	Weekly	Company has to deliver the information that they have plan to develop new safety equipments or safety materials such as gloves, medical preservations, electrical and fire safety equipments for the employees so company require more investments for new innovations
Top managers	Meeting	Quarterly	Company has to provide information regarding solutions of problem and decisions , so they have to inform

			that what will be new solutions of problems which are arisen in warehouse and that are more beneficial for the company.
Trainers	Personal interaction	Daily	Trainers are required for the guiding to employees, that how to use new equipments, how to prevent themselves from the hazards. So, company have to inform about the training to employees.
Employees	Personal contact	Daily	Company should deliver the information about new planning and decision regarding problems which are facing by them that they

			provide new facilities and prevention regarding their problems which occurs in the warehouse.
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It is most important to deliver information and communicate to the stakeholders regarding the solution of problem and planning regarding issues that are occurred the unsafe condition at workplace or warehouse.

Access appropriate monitoring and Review techniques to ensure successful implementation of the solution:

There are techniques of monitoring to ensure the successful implementation the problem solution. Which are:

Key performance indicator: the key performance indicator helps to measure the company training efforts and ensure that training meets its desired outcomes. Its objective is designed to measure the impact that company training and development program are adopt by employees. And aim to measure the employees are engaging with it and beneficial for them (Telias and Spadaro, 2020). The knowledge and skills are retention which measured by key performance indicator as well as employees performance improvements by training programs.

Bench mark: bench mark techniques involves the comparison and ranking the various measures and their learning by the training. Employees are enjoyed working environment rather than old environment as well as also learning by training which helps employees in improving their works performance.

CONCLUSION

In this conclusion, amazon have various unsafe condition at warehouse, so they provide alternative problem solving and use a decision-making techniques regarding the issues which are faced by the employees at warehouse as well as develop a plan for implementing the solutions. In further discussion , this report also communicate plan to the stakeholders, and monitor it with KPI and bench mark techniques.

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