

Introducing in Modern Workplace

In Wagamama plc

Assignment 2

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Program: BA Business Management Level 4

Module : LCBB4001

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Date : 21/08/23

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1.Introduction

The organisational structure of a company plays a vital role in defining its operations, decision-making processes, and overall success (Needle and Burns, 2019). This report explores the organisational structure adopted by Wagamama Company, a renowned global restaurant chain known for its Asian-inspired cuisine. By understanding Wagamama's organisational structure, we can gain insights into how it contributes to the company's dynamic growth and innovative strategies. Nevertheless, the report aims to provide a coherent analysis of the relationship between culture, people, and organisational performance at Wagamama based on my experience in the company and my academic skills learn in the module.

2. Wagamama Background

Wagamama was founded in 1992 by Alan Yau, a British entrepreneur with a vision of introducing authentic Japanese ramen and inspired dishes to the UK. The first Wagamama restaurant opened in Bloomsbury, London, and quickly gained popularity for its communal dining style and emphasis on fresh, Asian flavours (Wagamama Group Ltd, 2023). “Wagamama operates franchised restaurants in Italy, Greece, Gibraltar, Malta, Spain, Belgium, Netherlands, Bahrain, Northern Ireland, Denmark, Sweden, Ireland Cyprus, Slovakia, Turkey, Qatar, United Arab Emirates, and New Zealand, Saudi Arabia, Bulgaria, and Oman. “ (Market Line, 2023).

3. Wagamama's Organisational Structure

What is organisational structure ?

According to Mullins and McLean, (2019) organisational structure is research and explore and future planing of people behavior in the organisational environment.

Wagamama follows a functional organisational structure, which is commonly used in medium to large companies.

This structure groups employees based on their functional area of expertise, ensuring efficient coordination among various departments. The key features of Wagamama's organisational structure include:

3.1 Departments

Wagamama employs departmentalisation to organise its activities based on specific functions. The primary functional departments in Wagamama include Marketing and Sales, Operations, Human Resources, Finance, and Procurement. This division facilitates specialisation within each department, enabling employees to focus on their areas of expertise.

3.2. Reporting Hierarchy

Wagamama maintains a clear reporting hierarchy that defines the chain of command. At the top of the hierarchy is the Chief Executive Officer (CEO) who oversees the entire organization. Subsequently, the CEO delegates responsibilities to the heads of each department, who further delegate tasks to managers and supervisors. This hierarchical structure ensures effective communication and accountability.

3.3. Team Structure

Team structure is departmental structure where different team achieve their task to contribute to the company goals (Buchanan and Huezyski, 2016). The modern organisation is build on network of teams rather than collective individuals.

Wagamama also incorporates a team-based structure within its departments to foster collaboration and innovation. Cross-functional teams are created to address specific projects or tasks, allowing employees from different departments to work together towards a common goal. This approach promotes knowledge sharing, creativity, and efficient problem-solving.

Wagamama embraces a certain level of decentralisation, empowering managers at various levels to make decisions pertaining to their departments. This decentralisation allows for flexibility, quick response to market changes, and the ability to adapt to local market conditions. It also promotes a sense of autonomy and accountability at all levels of the organization (Wagamama Group Ltd, 2023).

4. Relationship between Culture, People, and Organisational Performance

“Organisational structure is grouping of activities and people to achieve the goal of the organisation” (Needle and Burns, 2019). In this context grouping many factors such as people behaviour, managers strategy, technology, cultures and ethics, influence and build successful organisation.

Wagamama's prides itself on a vibrant and dynamic organisational culture that fosters innovation, teamwork, and a customer-centric approach. The company's culture is deeply rooted in its Japanese heritage, which emphasises respect, discipline, and continuous improvement which is inspired from the Japanese ‘Kaizen’ philosophy. That means, small step of improvement everyday (Wagamama Group Ltd, 2023). This cultural foundation creates a positive and inclusive work environment, leading to enhanced employee engagement and satisfaction. Consequently, the company benefits from increased productivity, customer satisfaction, and ultimately, better organisational performance.

5. Management

According to Needle D. And Burns J. (2019) management is range of people in organisation who coordinate activities and people to achieve the goals of the organisation balancing between internal and external factors who can affect the company.

Management at Wagamama plays a critical role in ensuring the successful operation of the company.

They establish strategic objectives, develop operational plans, allocate resources efficiently, and implement effective control mechanisms.

Moreover, managers at Wagamama's are expected to exhibit strong interpersonal and communication skills to effectively lead and motivate their teams. By effectively performing these management functions, Wagamama's managers contribute to the overall success of the organisation.

6. The Role of Leadership

Leadership is focused to influence individuals or group performance and inspire them to achieve the goals set from the management (Needle D., and Burns J., 2019).

Leadership at Wagamama's is vital for establishing a clear vision, inspiring employees, and aligning them with the company's culture and objectives. Leaders at all levels embody the principles and values of the organisation. They create an environment where employees feel valued, encouraged to take risks, and empowered to contribute ideas and suggestions (Wagamama Group, 2023). Leaders at Wagamama's foster a sense of unity, growth, and purpose, promoting a positive work culture that drives high performance and employee morale.

Several variables determine effective management and leadership at Wagamama's, including:

- a. Communication: Clear and effective communication channels are essential for sharing information, fostering collaboration, and ensuring alignment between teams and departments.
- b. Teamwork and Collaboration: Encouraging teamwork, recognising diverse perspectives, and fostering collaboration are

crucial for enhancing productivity, innovation, and problem-solving capabilities.

c. **Employee Development:** Investing in training, mentorship programs, and career development opportunities allows employees to grow and contribute to the organisation's success.

d. **Adaptability and Flexibility:** In a rapidly changing industry, being adaptable and flexible enables Wagamama's to stay ahead of the competition and meet customer demands effectively.

e. **Ethical Conduct:** Upholding high ethical standards and fostering a culture of integrity is paramount for sustaining trust, reputation, and long-term success.

7. Conclusion

The organisational structure adopted by Wagamama Company, with its functional departments, reporting hierarchy, team-based approach, and decentralised decision-making, has played a significant role in the company's success. It enables effective communication, coordination, and innovative problem-solving, thereby ensuring continual growth and development. By understanding and analysing the organisational structure of Wagamama, businesses can gain valuable insights into creating effective structures that promote efficiency, collaboration, and adaptability in today's dynamic business environment.

8. References

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