

Problem Solving Skills And Decision Making

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INTRODUCTION

In my assignment I will explain a problem at my workplace, identify the problem, find a solution and finally I will make sure from all points of view that my idea works.

The main problem in the warehouse where I work is the lack of communication or, in the fewest cases, bad communication. I can say that this problem has been affecting me, for at least a year since things got worse than before.

The effects of bad communication at work are felt immediately by employees. When there is resentment or lack of communication between the managers of a warehouse, it will reach a certain point from decline to bankruptcy, being unable to coordinate their teams or their work in advance.

Communication is very important because it is the only way through which people can be informed about different things or problems.

Communication is important between the departments of a warehouse or a large company. Including at my place of work, especially the 2 inbound and outbound sectors, where if there is no communication, the day-to-day activity cannot be carried out, being 2 different sectors but from the same department.

And because of this problem, our warehouse was seriously affected and subsequently sanctioned, and also even I was affected by the lack of communication between managers, my physical and mental health was damaged.

MAIN BODY

Everything started from the moment when the managers who have been since the opening of the warehouse started to reorient themselves towards other better jobs. Over time, all the old managers left and the warehouse remained with the new ones. The new managers were doing things on their own without notifying others, then it became a problem for everyone. Arguments and bad things broke out, including blackmail, between managers and employees from other departments. This is a very, very bad situation.

From my point of view, the lack of communication affected my workplace very much because at the most important moment of the year our warehouse failed. A very important shipment was loaded into the wrong truck and some consequences followed from there. From my point of view, all these things could be avoided, but communication was in its place. The fact that the departments do not communicate with each other came to the surface at exactly the worst moment.

Good communication is a step towards the success of every company.

From my perspective on what happened at my workplace I could bring some changes and improvements because I have been an employee of the company for over 2 and a half years and I have completed all the possible trainings within the company and I have also worked in every sector of this business and I can say that I have experience and knowledge regarding the problems and disadvantages within the company

The first thing I would like to improve within my company would be taking over tasks or work from the other shift. Many times at the beginning of the shift I am on, our manager has no idea what is in the warehouse or what will come. Until he and the person in charge of the office check everything that will come or what is already in the warehouse. Of course, until all these things are reviewed, the warehouse keeps moving forward, while a large part of the volume remaining during the day is not processed due to the lack of information. All this could be eased if some very well-aligned criteria were established. The first of them would be a digital list like TO DO LIST, where each completed task should be ticked and each manager should be notified when some tasks have been completed or others where problems have occurred. Another solution for a different problem in the context of bad communication would be the tone and way of speaking, a fact that some supervisors or managers should work on. There is no way you can expect an employee to come to a workplace where it is said that he is not good, he is incapable of this work and that because of him things are going like this. The inability of the managers to be blamed and the burden on the employer's shoulders, to throw both the blame of their bad management and the blame they deserve on some employees who only did what the manager told them.

These things should not even exist, on the contrary, a manager and employees must be one and the same. A manager cannot work without employees and the employees do not know what to do without a manager, resulting in a professional relationship filled with communication and work which, in my opinion, should have been a matter of implementation in the position of a manager.

In what follows, I will explain the SWOT analysis made within our company, also involving major problems related to communication.

As strengths, I can say that we have a very capable and hard-working team of workers who do not back down even from the most difficult and stressful jobs, the fact that we have many

people trained to do their job in a completely professional manner, we have the advantage that our warehouse is mostly automated and not least the fact that we have a lot of potential for the future.

As WEAKNESSES, I can say that in the absence of good management, many of our strengths can be lost easily and at the same time the chances for this deposit to evolve. This fact can lead to the departure of many of the good employees without seeing a secure future in terms of their future workplace. Chances to evolve elsewhere because this company faces too many problems

Like OPPORTUNITIES we would have some prizes and bonuses that I am sure we could win with proper management because the team already exists,

because there are so many good employees, opening a new store with already trained people could have a colossal start. The establishment of an academy where both new and old managers and supervisors can evolve year by year in order to be up to date with the new techniques or things implemented.

And last but not least, the title of company of the year in the UK, a title for which many of the competing companies make enormous sacrifices to be in the chart requested by them. A headline can attract future developers for any company.

Threats, here I can say that we are quite vulnerable in the absence of bad management, the warehouse can be closed due to performance, the volume can be reduced and this would cause layoffs, fewer hours for employees and much less growth opportunities within the company .

This analysis shows the aspects that are really important for the company, the overall vision offered by this analysis brings to the surface the expectations that should be paid more attention to and where is the problem or threat that does not allow the company to grow.

I thought of a customized solution plan based on the SWOT analysis made above and look what I came up with:

First of all, the problem must be taken from the main sector, the one through which the volume enters the warehouse: the manager there must have a developer both online and on paper in which each shot that comes with what amount of volume is written, details if is volume for overnight or day time, the country of dispatch and the most urgent day for their dispatch being a sorting warehouse. And at the end of the shift, everything that entered the warehouse should be checked and entered in the list of complete activities.

In the second place, in the sorting departments there should be a folder with the card codes where you can highlight the flight for the day that must be processed as urgently as possible and the night flight that can wait after 12 PM. The fact that the sorting takes place randomly causes delays, errors and sometimes even the cancellation of some transports which in turn cause losses for the company.

Thirdly , Outbound is also one of the most important sectors since all the volume processed or sent by our warehouse is loaded there, a solution to the problems in addition to communication between sectors would be a common list with the volume that entered and the one that came out between inbound and outbound, so in this way they would no longer be dependent on so much communication. Each incoming shot has a few hours available to be emptied and loaded with another volume without having to be sent again from the bay. This fact could significantly simplify the work between the 2 sectors where communication sometimes leaves much to be desired.

And in the end, the basic idea of this plan is still to solve a problem, this being in my case a lack of communication or a bad communication at work, this being a 10-minute meeting at the end of the shift with supervisory managers and top employees of the company in which to briefly discuss the things that happened in that shift and why not in the future to plan meetings

with colleagues, different games to make us get closer to each other, maybe that's how we learn to communicate more easily.

From my point of view, this plan that I thought of fits my company perfectly, and I tend to believe that due to the fact that I am a top employee of this company, I was able to really see problems in the company and at the same time to be one of those who fight to see his work and that of his colleagues correct and appreciated because, as I said before, we must be one and the same person, someone said something like where there is no head, the legs do not know where to go.

The fact that we took the company from the sector where the goods enter, analyzed the problem and then found the solution to the point where the volume should be processed as well as after the volume was sorted and processed to be prepared for the last sector of our warehouse being outbound where the problem was identified very easily and also some solutions were found for the good functionality of the team at a maximum level

From my point of view, a box where the employees would like to express their frustrations, including the managers, and after 1 week a meeting should be held where both the managers and the employees can discuss and find ways to solve the problems and same time when making decisions. No one should suffer when coming to work and the job itself should be fair for each department/employee. We will always encounter problems, what is important is how we overcome them and what lessons we have learned. This will help us in the future to make the right decisions both professionally and personally.

I believe that the 3 solutions can improve the functioning of this business, both performance and the team, being a warehouse with an impressive number of people. The fact that I am one of the employees but I have a lot of tangents with the managers helps me to see things from 2 perspectives. I can support the fact that the employees come to me when they have

something to say because they know that I will raise the problem. At the same time, I am glad that things they are starting to change, even if this is only the beginning, I see it as a victory.

CONCLUSION

In conclusion, I consider that I treated the problem fair for everyone, and that this module really helped me in thinking about everyday life. I can say that I have a different vision regarding problems and how they should be treated and solved, at the same time, I have also seen people who, due to lack of trust and knowledge, get stuck when they have a problem, and that is really bad. A problem that arises must be like a challenge to find the best solution and it must make you stronger. My guiding idea is that when a problem puts you down, sit there for a few moments and think about what you did wrong and how it can be solved, but if you don't do this and automatically get back up without thinking about it, you haven't learned anything.

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