

's Five Functions in ice at Amazon

Torok 2410482

Torok 2525589

Cristurean 2410481

ion to Leadership and Management

B4015

ned Rahman





Agenda

Topic one: About Amazon

Topic two: Fayol's Five Function overview

Topic three: Applying each function at Amazon

Topic four: How these functions drive goals

Topic five: Essential managerial skills

Topic six: Conclusion

Topic seven: References

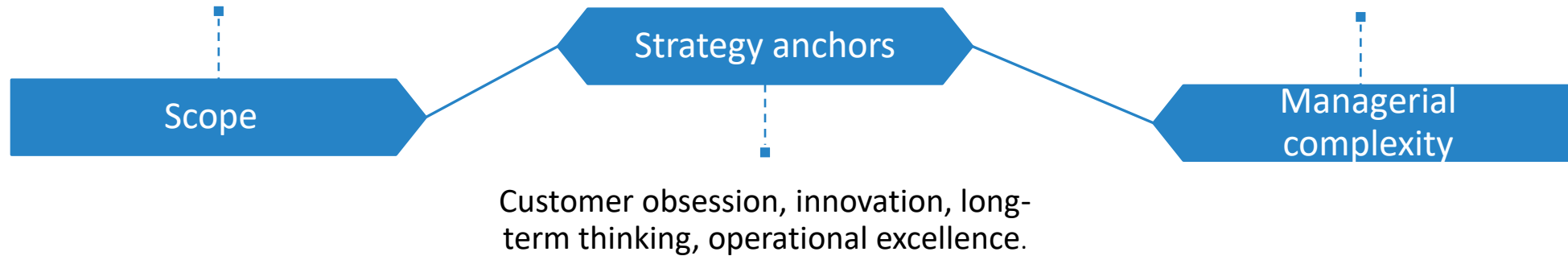
Introduction

Henry Fayol(1841-1925) defined five core management functions : planning, organising, commanding, coordinating, and controlling. They remain a foundation lens for understanding managerial roles.



About Amazon

E-commerce marketplace, AWS cloud,
devices, logistics network, media.



Fayol's Five Functions

Planning: Set objectives, strategies, and actions.

Organising: Structure people, roles, and resources.

Commanding: Lead and motivate individuals/teams.

Coordinating: Align activities across units and timing.

Controlling: Monitor performance vs. plan; correct course

Planning at Amazon

Translate company goals , for examples: faster delivery, cost efficiency, availability, into annual operational plans.

Use data and scenario planning for peak seasons and AWS capacity planning.

Prioritise investments via working-backwards PR/FAQ documents to clarify customer value and success metrics.



Organising at Amazon



Design “two-pizza” teams with end-to-end ownership for example: service team that builds, deploys, and operates.

Clarify roles via single-threaded leaders for critical initiatives like example , last-mile delivery programs.

Allocate resources across FCs sortation hubs, and networks in AWS, across regions.

Commanding at Amazon

Set direction and expectations using Leadership Principles , like example :Customer Obsession, Dive Deep, Insist on the Highest Standards.

Motivate via clear goals, frequent feedback, and visible role modelling ,bar-raising hiring, performance coaching.

Drive decisions with mechanisms: weekly business reviews ,narrative meetings, escalation paths.





Coordinating at Amazon

Synchronise supply, transportation, and delivery windows to hit promise dates, in AWS, coordinate launches across product, security, legal, marketing.

Run cross-functional mechanisms: OP reviews, S&OP, launch readiness checklists, incident response runbooks.

Standardise interfaces so teams can move independently but stay interoperable.

Controlling at Amazon

Track inputs or outputs with dashboards: on-time delivery, defect rates, cost per unit, AWS service health, error budgets.

Compare performance to targets; trigger corrective actions ,root cause analysis.

Conduct post-incident reviews and encode learnings into guardrails or automation.





Conclusion

Fayol's five functions remain highly applicable in modern firms: they provide a durable scaffold for managerial roles.

Amazon illustrates how timeless functions are executed with contemporary mechanisms (narratives, metrics, automation, small autonomous teams).

Managers who blend conceptual clarity, people leadership, and data-driven discipline are best positioned to achieve organizational goals.



Thank you

References list

<https://www.coursera.org/enterprise/articles/essential-managerial-skills>

https://www.perlego.com/paid/book/1643138/henri-fayol-the-manager-pdf?campaignid=436530068&adgroupid=1353500616599525&msclkid=943139a9fb5e1a880e1853f05363ac4b&utm_source=bing&utm_medium=cpc&utm_campaign=2.2.1.1%20DSAG*%20%7C%20UK%20%26%20IE%20%7C%20ALL&utm_term=UK&utm_content=ALL

https://fullcircleglobal.com/programmes/coaching-skills-for-managers?msclkid=0f996282b4501e8cbcac08db1ce527f7&utm_source=bing&utm_medium=cpc&utm_campaign=JM%20-%20UK%20-%20London%20-%20Professional%20Development%20New%20-%20Search%20-%20Phrase%2FExact&utm_term=manager%20coaching%20training&utm_content=Phrase%2FExact%20-%20Coaching%20Skills%20For%20Managers%20-%20London

https://uk.images.search.yahoo.com/search/images;_ylt=AwrEoPIV6k9qXglAipBNBQx.;_ylc=X1MDMjExNDcxNzAwNQRFcgMyBGFjdG4Da2V5Ym9hcmQEZnlDbWNhZmVlBGZyMgNzYi10b3AEZ3ByaWQDcWNCdV5ZjdRd09STUdHbzVMbHNBQQRuX3JzbHQDMARuX3N1Z2cDMTAEB3JpZ2luA3VrLmltYWdlcy5zZWYy2gueWFob28uY29tBHBvcwMwBHBxc3RyAwRwcXN0cmwDMARxc3RybAMxMARxdWVyeQNjb25jbHVzaW9uBHNIYwNzZWYy2gEc2xrA2J1dHRvbGR0MgNzZWYy2gEdDQDa2V5Ym9hcmQEdF9zdG1wAzE3ODM2Mjl1MzY-?p=conclusion&fr=mcafee&fr2=sb-top

<https://www.aboutamazon.com/about-us>