

Problem Solving and Decision Making

Assessment 2 BMSW4004

Work base Problem

Student name : Samira Soares Bangora

Student ID: 2020998

Lecturer's name: Mushfigur Rahman

In my work place every day we face a lot of new challenges , who always come with various problems some are very serious and some are mild ,some are easy to manage and get it resolved . Sometimes the problems are physical (when a Customer as mobility issues , digital (problems with it internet connection, or the phone lines are down) , technical (the kitchen appliances etc ...

I have been working for this company for over 2 in a half years now , who as more the 40 restaurant chains in U.K. alone and some abroad .

The restaurants provide a big variety of premium Argentinian steaks , internacional wines combine with diner and shows packages so that our customers can have the full "Gaucho" experience when they visit us .

The daily issues in the company are endless from : food inventories (steak orders) , witch comes from Argentina, the wines comes from different European countries as well as Argentina .

The staff training is done at least once a month just so we get updates about s the menu changes, what's as been added , updates about how to deal with the food allergies .

The advertisements are updated on the regular because of the seasonal promotions that all our restaurants do like: the bottomless brunch , the meal deals , and the daily set menu .

We also the customer discounts, local residents discounts etc..

In order to maintain this sectors in the right track , order and rotation the company have accountants , wine and meat experts with all the require licenses and imputed U.K. laws .

To be the best at what we do we follow all them.

Our restaurants always have these professionals around because they have a trained "naked eyes" they can make sure that everything is up to date .

The various partnerships that our company as over the years always try to get us the best negotiations and solve the different problems like : mistake meat orders , inspect the halal meat laws .

The type of wines that we sell have to very well labelled and always indicated: where it was produced, the date , how they will be transported, with the right documentation and the shipment guidance.

If the company fail to follow these principal rules and law requirements they will face legal actions that can include fines under the U.K. law , probably be at risk of losing their venues business licenses and followed up with losing partnerships, investors that their have around the world.

The product design is always a big responsibility all the professionals involved must know exactly what they are doing in order to master the product selling to the their main target witch are the customers and investors.

We have a lot of values , that is what makes the company that I worked for special and unique in is own way .

All the decisions making are taking seriously and brought it to the board to be discussed openly with the managers then they pass it on to us the staff so that we can give our opinion .

Being part a organisation is not easy from the staff jogo the managers, general managers, directors, investors every single one of us as a important role there for professionalism is key in all the departments.

I believe that in a organisation does not matter if it's small or big if it's not organised, well structured it won't last long even if the food is good and the atmosphere is friendly.

With the **SWOT analysis** we can have a better understanding and clear view about , how na organisation should really be structure d.

By finding good quality of products the competitor activity can be internal or external witch will lead us to a good competitive market value.

By implementing new workforce strategies any organisation can be successful they just have to be ready to invest in their staff , business what could be : restaurants, shops etc as long as is a good and productive business.

- People and skills
- Pricing
- Knowledge of team members
- Product quality
- Society
- Value for money
- Competitor activity
- Society and culture plus politics
- Legislation

These are just 9 of the **swot analyses** that an organisation should follow when trying to create an successful business .

During class we also have learned that in order to have a good team we have to , be ready to accept our gains and failures as part of the growth , progress and maturity.

With maturity comes experience , knowledge that helps us be better at what we do and less scared of the challenges that an company or organisation is facing .

In week 4 we had an case study about an gentleman named Syed.

Syed had a enterprise which was runner by himself and it was opened only three years ago , in his home country Bangladesh in a small town called Dhaka.

He as an amazing skill and with that he controls all the **productive workforce**, by doing that he keeps Bangladeshi workers in a traditional working style focusing mainly in selling their puppet products to the tourists by using local shops as their connection.

They paid an very basic salary as well as a profit share .

All the products are handmade very well marketed and several bigger stores have enquire their products.

Syed's products line are being requests in other cities and now abroad too .

The **export market business** is growing very fast in Syed's company because of their unique design and handmade style .

Often this man as to depend on is workers and their heavy work ethic during production process .

Overtime Syed as develop a very good relationship with the local traders from is city , they show a lot of respect to Syed's work ethic and determination.

He's now changing trends by introducing new styles and ranges but always keeping that traditional look who as been amazing everyone but specially the tourists for the last 3 years that he as been in business.

With this case study I have learn and gain more knowledge about been an boss but not just that by making sure that the owners gets personally involved from the production until the organisation finances by doing that it's most likely that your business with growth and expand rapidly and effectively.

At **week 6** we had an case study witch was very interesting because we as exactly all the problems and gains that an organisation can face daily .

In was founded 15 years ago it was an consulting and manage service technology solutions and for the financial services industry .

CAPCO has over 2000 employees with over twenty offices around the world .

In the year of 2013 it ranked on the number 27th in the well known English Sunday Times journal as one of the 100 best companies to work for and one of the top 50 employers for women to work for .

They mainly dedicate differentiators that solely focus on the global financial services sector .

Their financial services sector includes banking , finance and investments.

This sector always faces a lot of challenges but their main ones are :

- Increasing their customer expectations on demand (by being more productive.
- Have new contracts in the market .
- A need for innovation
- Regulation after the recent global financial crisis .

At this company their employees must be very creative , always be thinking differently and ahead of their rivals to provide a tailored solution to meet the needs of their clientele.

In a world where most powerful job positions are given to men , it's refreshing and joyful to see that some companies like **CAPCO** have leadership job positions for females who I firmly believe that can do the same boss job like any other male in that industry.

By giving these opportunities not just for females, but to also include a variety of people who came from different backgrounds and upbringings let us know that all organisations should do the same .

An **organisation hierarchy** is structured by :

- **The senior manager**
- **Middle manager**
- **Junior management**
- **Staff**

Everyone as an specific job roll to do everyday , in order to provide the best that an organisation or company can offer to their extensive list of clients .

From providing a excellent customer service , being leaders , examples to follow a good company with values it's a good company for business and it will be always respected in the financial market industry.

A successful team work is the key to have a successful and lucrative business , without that I think the organisation or company won't last long .

A good team leader will always engage with is workers , not just to update them on their gains but to have na update on how is everyone doing and if anyone needs emotional support because working in the financial industry is very stressful, demanding and everyone is always working under pressure in order to achieve or meet the company sales target .

In these **case study 2** we had to find the various route of the problems regarding their lack of safety for the employees and the bad labor requirements.

The name of the company was **White Manufacturing Production**.

They produced spring loaded spikes replacement fo power rake..

They are a small sized items there for , are packed in separate small containers that are packed into big carton (24 count) when ready to be shipped.

The packing manufacture operations production for these items are located on the third floor of a big story unit building.

The completion of the packing operation production for the shipping cartons are placed on skids that are semi- lived and sent it to the the second floor by the lift .

That same lift is also used to move around other different materials to the other floors of the building for processing and packagings

The second floor is just assigned for , sorting out the packages according to their assigned thruck line .

After that all the packages will be put it on semi – live skids and sent out to the first floor by using the same lift .

Once they arrived to the first floor , those packages will be placed in order and await for their assigned truck to get picked up and shipped to their final destination.

By analysing this case study , I have learned and understood that this company as several structure problems starting from how they operate and the lack of safety for the employees .

In my opinion this company should have less manual labour and

more staff assigned to the different areas of the factory production in order to have a fair work rotation .

By doing that they also should of implement robotic machines that can produce the hardest part of the production process would save them time and the employees could finish the details and place all the orders on the designed floor .

Employees safety should come first always , not matter how good the workers can be if they do not have na safe environment to work for , everything can collapse at any minute and leading the company to have legal troubles about the poor workplace conditions.

This semester as been very challenging for me I had some ups and downs but I never thought of quitting or leaving some assignments behind even if I could not keep up all the time .
In every class I learn more I gain more knowledge about how the communication can effect in a positive or negative way if it's not put it into place accordingly when it's used .

Date : 02/09/2021