

Assignment



You are the senior manager responsible for the operations division of a European Company. Your results in the previous year did not reach expectation. Your customer satisfaction is down, your costs are raising, and your team are suffering from lack of motivation, they are leaving – the performance of the company is impacting them. You need to rethink.

You have received your business objectives for the first quarter of next year:

Improve customer satisfaction by 15%

Cost Reduction of 5%

Employee satisfaction increase – up two points on last year

Despite pressures, your budget remains untouched, and you have scope for education, and you can hire.

What are you going to do..... And how are you going to do it..? You need to prepare a report and send through to david.m.moore@cz.ibm.com your highlevel summary of your actions by **Monday 11th January**. You will not be required to attend a presentation, and you will be informed personally with feedback on your report.