

Fed ex

Business



**ASSIGN
BUSTER**

FedEx Case Study FedEx is one of the industry leaders when it comes to taking care of its employees. This shows that management is well aware how important the employees are to an organization. Quotes from the CEO and Corporate VP of Human Resources back this point up; people form the foundation of the company's success.

One of the greatest decisions by FedEx management was to introduce its people-service-profit (PSP) philosophy in 1973. This resulted in much more employee input into the success and growth of the company. In fact, over the years FedEx has introduced many human resources practices, such as FAME, LEAP, JCATS, and SPEED. The key to the success of these policies is that FedEx focuses upon qualities such as speed, teamwork, and precision to expand the company's global appeal. FedEx management encourages innovative thoughts from its everyday employees because it understands the value that they have to offer. This shows how FedEx is such a good example of management who lead their staff in the right way.

FedEx also understands the importance of rewarding employees so that their motivation levels will stay high. This is a sign of good leadership because it rewards good behavior through extra incentives. Some of FedEx's rewards and recognitions programs are the Humanitarian Award, Five Star Award, and the HR Award of Excellence.

Instead of being a reactionary company, FedEx is a proactive company that is always looking for ways to improve working conditions for its employees. This is probably why FedEx is an industry leader, because it is always coming up with creative ways to motivate staff to perform to the best of their abilities.