# Bus 234 ac p1

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Lecturer Bus 234 project: Needs Assessment of Logistics Exel Logistics Exel working alongside DHL is providing excellent services to the clients through the supply chain management solutions in America and around the globe. Exel is seen to be the home of the finest brains in logistics management business. They help in keeping the projects in the right direction and propagate a continuous culture of improvement. All these objectives lead to a constant pursuit of exceptional services, new ideas and great efficiencies. The company has three hundred thousand employees in total. The companys number one priority is the customer service fulfilment. As the economy continues shifting from up to down, the management team of the logistic Exel ensures every department is focused on delivering customer satisfaction including international express airfreight and overland transport. Since the company relies most on deliveries, training is an important tool for the success of the company. Because information technology rapidly continues to undergo changes and is the leading source of most companies, logistic Exel company is aiming at incorporating the needs assessment that involves the process of evaluating the employees, the tasks performed by the employees and the whole organization to help in determining the necessary training if they are needed.

Need assessment

a) Has the introduction of technology use in the company make improvement to the customer service

b) Do the use of computers reduce employee related work in the company

c) when new software and updated software are installed does it reduce the employee performance level in the company

d) What do you think the company should be aiming at introducing to the

company to improve customer its services

e) In a scale of 1 to 4, rate the services being offered by the company

1-worse 2- Bad 3-good 4- best

Results

The company should train its employees on the use of new software before introducing them to their computers to ease the work of the employee. It is also observed that the introduction of technology in the company has helped the company improve its services and expand even further.

Work cited

Conducting Needs Assessment and Task Analysis (n. d). Retrieved from The University of Texas, Department of Communication: http://www. uta. edu