

# Sandwich blitz inc essay sample

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In order for Sandwich Blitz Inc. to have complete control of their organization they need to have some type of control system. According to our text Sandwich Blitz is in absence of policies-The firm's expectations are not established in writing (pg. 326). Sandwich Blitz also lacks ethics in the culture. The team supervisor was dishonest by allowing this employee to falsify the hours worked in order for that employee to receive more income. Sandwich Blitz could very well be in violation of labor laws and future lawsuits against them. Lei needs to consider the four steps in a control system as she has viewed this problem as a control issue.

Lei needs to set performance standards. The purpose of performance standards is to communicate expectations. These are standards that would need to be set on all levels of the organization, not just on managerial levels but for other positions in the organization. This would alleviate the company of any liabilities or retaliations from former/current/future employees.

Rensselaer Polytechnic Institute Human Resources states that performance standards are meaningful, reasonable and obtainable. They also state that performance standards are expressed in terms of quantity, quality, timeliness, cost or outcomes (" Defining performance standards," 2008).

A recommendation for Lei would be to have the location manager report to her with information on the evaluation or performance of the employees including the team supervisor. The team supervisor should evaluate the performance of the Customer Service Representatives. This would also allow the both the team supervisor and the location manager to compare it to the standards. If there are any deviations from the policies and procedures or expectations actions can effectively be done by the location manager. They

would be able to do the firing, write ups, warnings etc. Also, any promotions (someone going above and beyond) can also be done by the location manager and the team supervisor. This would free Dalman and Lei to do the things they need to do.

#### References

Bateman, T. S., & Snell, S. A. (2013). *M: Management*. New York, NY: McGraw-Hill/Irwin. Defining performance standards. (2008). Retrieved from <http://hr.rpi.edu/update.do?artcenterkey=350>