

Knowledge in the field management research paper

[Business](#), [Company](#)



Quality assurance and product perfection is what every organization is aiming to achieve to attract and maintain customers for long in the business industry. To achieve these objectives proper planning and concentration by top management should be established to enhance effectiveness and efficiency of every individual. The success of any business is because of combined efforts among different departments and the commitment of every employee in the organization.

As a manager in my organization aiming to produce the best products and services, the first thing is to ensure quality of the workers, all must be professional in their fields so that each one knows exactly what is supposed to be done at what time. I will work extra hard and ensure I set targets for every employee so that each one works knowing that targets must be achieved within a certain stipulated time. I will instill a sense of commitment to them, proper coordination of departments should be highly planned, and follow step by step their functions giving them guidelines whenever necessary and they should be responsible for any mistake. Also utilization of resources is essential since too much waste may lead to high operational cost hence the organization will not achieve the objectives on time and time is the greatest asset of any company, wasting it will pull the company miles back behind (Wales, 2010).

The other plan is to put quality control measures at each stage of production. This will ensure that there are no defects or they are minimized. For customer satisfaction, I will have the overall responsibility of making sure that every procedure is followed to the latter although every participant has

a role in ensuring good results. In addition, rules and regulations have to be in place so that every worker follows the right procedure. The right channel of communication and passing information in the company should be rectified, for me I will liaise with the telecommunication industry so that they can ensure up to date equipments are installed to facilitate quick processing of information (Wales, 2010).

In any company, there are control systems, which facilitate the continuity of duties and smooth running of events. The boards of directors have greater influence on the structure of the control system this because it entails the broader objectives of the company like the financial strategy, effectiveness of management board and monitoring and evaluation of the information system. The board also ensures the employees integrity, competence, and operating style and persuade the audit committee to keep proper records. The control system actually provides the main functions and at the same time disciplining the other components of the structure. If the system fails to function then the organization will definitely fall due to lack of direction and accountability. My organization ensures specialization therefore the risk of some departments being dysfunctional is actually minimized. We strictly follow the format that was put in place in 1992 by the COSO report, which actually put in place components that should be operational in any organization. The components of this structure include control environment, risk assessment, control activities, and monitoring. All these components with proper passage of information amongst them will provide the necessary

decisions that the company will rely on for it to achieve its' objectives (Colbert & Bowen, 1996).

Control system need to be plan properly because it is the driving force of the organization. With the above components it is very simple if each one of the workers cooperate and the departments are closely monitored so that none will be left behind dragging the efforts of those working extra hard round the clock. Multiple criteria should be applied to establish the viability of each determined plan. The criteria should be analyzed before application and always there are some factors that need to be considered in the planning process. First, the criterion should be acceptable; that is it must accomplish the expected targets. Acceptability verifies whether the work force, resources and the time invested in the organization is worth the venture and is it reliable to the legal constrains. The other point is that the criteria should be adequate implying that it should determine the range and concept of the activities planned. It should establish the efficiency of completing tasks and enable satisfactory of the management efforts (Simmons, 1996).

The criteria should also be complete and give full description of the organizational structure. Be complete in such a way that it give all answers pertaining a particular thing, shows what are the objectives and when are they to be completed showing the format of handling tasks and more so specifying the urgent needs of the organization. Apart from being complete, the control system should be distinguishable from any other course of action within the organization and is recognized from other systems. Since the control system is for the good will of the company, it must be flexible and

allow changes since the organizational structure keeps on changing from time to time depending on the market conditions. This is actually the systematic procedure for evaluation of the control system and the board's plan. The criterion flexibility should be focused to additional research during the analysis, implementation, and testing of the desired measures.

Universally I think the possible problems will be reliable for assessing the quality of the plan. Possible scale from 0-100% or a scale from uncertainty may be comparable the constructive. Focusing on the probability scale I propose to establish three zones: a red zone where possibility is less than 50%, a yellow zone greater than 50% but less than 75%, and a green zone where possibility is greater than 75%. Following these composite steps will evaluate the plan successfully (Power 2006).

For quality products and services to be achieved, the management should put in place certain principles that facilitate the proposed procedures and work towards attaining them. The first principle is customer focused. Since the company's main goal is to make profits, the customers should be treated with the utmost care. Therefore, their needs and expectations should be taken care of so that whenever they get the services they feel satisfied. The usefulness of this is that it will lead to increased revenue, effectiveness, and customer loyalty. The techniques involved include carrying out market research and ensuring that the quality of the products is maintained. Constant communication with the customers and responding to their specifications helps keep their trust. The other essential for quality management is good leadership. Managers promote unity of action and give

direction to the company by creating a conducive environment where each employee feels part of the team. Good leadership therefore helps to motivate workers and make them work hard towards achieving the objectives of the organization and minimize cases of miscommunication among the various departments. The technique applied here is emphasizing the mission and vision of the organization and setting up clear and achievable targets for each individual. The leaders should also accept criticism, share values, fairness, and ethical role models promoting trust and minimizing fear among the workers and also by giving them incentives and promotions done on merits.

More so, the managers should also involve everyone right from the junior employees to the seniors, for they all contribute to the success of the organization. Their creativity and innovation should be encouraged and be allowed to work independently so as to avoid cases of mistrust and jealousy among themselves but have a healthy competition; this will enhance their effectiveness, competence and gain the required experience as they develop themselves. Again, the management should engage what is call system approach management to identify, comprehend, and supervise interrelated methods of realizing effectiveness and efficiency of every group. This help in building confidence and consistency of the organization.

Another important principle of management is continual improvement. An organization should actually ensure that it performs better each term and if possible think of even expansion of it's' services to include other products. Continuity has to be the main objective since you can just enter into a

business that has no future. Seizing opportunities all the time should be the interest of every leader. This is achieved by constant and regular training offered to employees and adapting new technologies quickly. Lastly, the leader should be good in decision-making and know when to take actions in handling a situation (Power, 2006).

Being in this profession and in particular this organization has brought a lot of impact to my life. First it has expose me to a lot of challenges which are too demanding and needs quick decisions this makes me open minded and act fast to situations providing quick solutions and also gaining a lot of experiences. Due to frequent traveling in the organization I have meet several people of all types and status hence it has helped me to socialize and learn different cultures and their adaptability to life Simmons, 1996).

For sure, nothing can be as interesting as being a leader in an organization especially one that is striving very well. Quality management is actually the driving force in any organization and without sound management, that particular organization will not live to achieve its' objectives.

References:

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Power, D. (2006). *W hat criteria should be used for evaluating proposed plan?* Boston: Houghton Mifflin Co.