

Problem statement  
kudler fine foods  
essay



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BUSTER**

Create a Problem Statement: Kudler Fine Foods Team B began our discussion of the issues involved with Kudler Fine Foods based on the information provided in the virtual internet/intranet web site (University of Phoenix, 2008). Team members identified many issues within the organization including inventory turnover and wasted food, high payroll costs, lack of financial understanding and potential competition but the one area that we all agreed was the largest issue is the lack of delegation of duties by the company president. I chose to focus on the issue of human resources within the team to analyze how improvements in this area will benefit Kudler Fine Foods. I have developed the following problem statement: Kudler Fine Foods will create a management team to operate effectively at optimum efficiency by allowing team members to develop and enhance skills in their specialty area.

In the mission statement on the first page of the intranet for Kudler Fine Foods, employees are referred to as team members. However, Kathy Kudler, President and founder, has not allowed herself to place the trust and responsibility of performing daily duties into the hands of the qualified team members she has hired for each role. The organizational chart shows three directors, three store managers, six store assistant managers and a department manager for each department in each store. In addition, each department has an assistant manager. Under all these positions are clerical and support staff. Of the one hundred twenty-seven employees of Kudler Fine Foods, twenty-seven are in an official or manager role, according to the EEOC report on the intranet site (University of Phoenix, 2008).

Since Kathy has chosen to have an administrative staff comprising 21% of the total workforce, she must allow them to perform their duties as indicated in their respective job descriptions. I reviewed the human resources pages of the intranet site and employee evaluations show that the majority of employees are happy and performing at or above expectations. Some have even recruited friends for employment by Kudler. Happy employees should be considered a valuable asset to Kudler and reflect a positive, enjoyable place to work.

Their happiness is then bestowed upon the customers in each store by providing a pleasant environment to shop. Kathy has a unique opportunity to build a powerful, young administrative team with her current staff and has eager employees who are seeking advancement within the organization. She needs to tap into this gold mine of knowledge and experience to free herself of her business burden that she has self-imposed. I did not see any performance evaluations for any management staff on the intranet site. Kathy is not providing feedback, either negative or positive, to her team and her team is not functioning as a result.

In addition, Kathy is performing duties that should be the responsibility of her team members and this practice may perceive this as a direct reflection in her lack of trust and confidence in her staff. Although I do not think this is Kathy's intent, she is definitely sending a negative message to her entire team. Her focus should be more administrative to oversee the entire organization's performance. A better use of Kathy's time is to focus her attention on various marketing aspects of Kudler since this is her background.

This may create opportunities to diversify operations. Then as time permits, she may visit each store to assist employees with their duties such as stocking shelves and unloading deliveries. The key word is to assist, not to perform other employees' duties on a regular basis. Once Kathy places the trust and responsibility into the hands of her team, then the end vision of Kudler Fine Foods may be realized. The end vision of Kudler Fine Foods is to create a unified team of employees and managers who prove successful in company operations.

The team will share ideas and experiences, encourage growth and develop future leaders to ensure continued success of Kudler Fine Foods. Kathy has a gold mine right in front of her. She needs to use this gold mine efficiently and effectively and she will strike it rich. ? References University of Phoenix (Ed.

). (2008) Kudler Fine Foods virtual organization. Reviewed September 1, 2008, from University of Phoenix, MGT/521 - Management Course Web site.