

# Virtual business solution

Business



**ASSIGN  
BUSTER**

Virtual Business Solution' is a large touch screen products industry in Australia. We are a three years old company with 100 employees split into specialized teams for maximum efficiency. We are based in Brisbane and offer our providing quality products, including tablet, smartness and laptops all across Australia.

Aim to expand our business internationally in order to live up to the 'solution' aspect of our company name, but in order to do so we must first develop our brand within Australia. 2 Analysis of Issue McKinney & Company (2014) propose lean management is described as Focus on the delivering the maximum of value, trust and enable the team to organize their operation, implementing a continuing improvement culture and with a shared vision. Companies reduce returns from years of cost cutting. Managing vendors now consumed many of the gains from outsourcing.

Products, were no longer 'low price', ND Just can't keep it low. Because of keeping up with latest IT technology, and causing barge issue (David J, Feb. 2014, Para. 2). However IT technology is required, on finding ways to do things better, including management. Issues in maximizing customer satisfaction, is a challenge for many companies. The problems were avoidable, however underlying causes went unaddressed, and negative affect to customers. Consistency is the key to making customers happy, which is the aim of this organization.

Research by McKinney & Company (2014) suggested that evaluating the customer Journey is 30% more predictive of overall customer satisfaction than individual touch points, which makes increasing customer satisfaction

easier to do. Even more importantly, Seeking, T (2013) suggest that improved satisfaction leads to increased customer loyalty. Loyal customers are likely to retain our service and recommend our service to others, thus increasing our customer base and generating more business. By focusing on its strengths, its key customers, and the underlying values they need. But, focusing employee is also managers' Job.

When an employee is in unwell condition, it can cause decrease in value efficiency to customers. " Reducing Work Related Stress" (2014) suggests unhealthy levels of stress can also affect work colleagues, the local manager as well as the person's family and friends. Research by McKinney & Company (2014) suggested that work-related stress cause by 3 factors; high professional demand, low control and low social support. Means that stress is more likely in large companies than small ones. Stress small organization dropped from 56% to 46%, where large companies 67% dropped to 54%.

Profound management are cause of stress. The organizations that work efficiently can provide them support mechanisms so that they can truly master their work. Furthermore Dunn. F (2014) suggested that good relationships in workplaces, prevents stress. When the employees are happy with what the manager does, understand his or her challenges and participate actively in solving the problems, the manager will have less stress. 3 Conclusion BBS is such a vendor. It serves its clients as a trusted ally, providing them with the loyalty of a business partner and the economics of an outside vendor.