

Effectiveness of systems thinking

Sociology



**ASSIGN
BUSTER**

According to Churchman, a system is defined as a distinct set of parts that are designed in a coordinated manner to deliver some set objectives (Churchman, 1968). In the case of Presto cleaners, the entire business operations formed the core system, and the newly installed computer system was just an additional component to the system. The additional component was expected to streamline business operations and improve efficiency, but it ended up creating inconveniences. A critical analysis of the events reveals that the computer system installed was alright, but the root cause of the problem resulted from the poor reception of the components into the system.

4. Did the environment cause the system to change?

The newly introduced computerized environment was responsible for a change in the system. It is plausible that the general manager at Presto had only one week to familiarize the personnel with the workings of the new computer system. However, the employees took longer than expected to acquaint themselves with the workings of the new system. Inadequate training resulted in incompetent personnel, who ended up making grave mistakes leading to customer complaints.

5. What are the real and stated objectives of the system?

The system was designed and expected to reduce customer waiting time and improve service delivery. The system was expected to increase the rate of picking and dropping laundry items, hence increase the total bulk of clothes processed daily.

6. Was there anything wrong with the system?

It is apparent that there was nothing wrong with the whole system in the first place. It only required the management to create an enabling environment

that will make it possible to introduce new components into the system in a smooth transition.

PART B:

The considerations of systems thinking as elucidated by Churchman can serve as vital ingredients in an organization involved in logistics management research. Churchman proposes the analysis of total systems objectives or performance measures. This will greatly improve the performance of the logistics research project since it will be possible to measure the expected results versus the total research input into the project.

Churchman also proposes that there should be a general understanding of the environment in which the project is undertaken. He notes that “ the systems approach begins when first you see the world through the eyes of another.” (Churchman, 1968, p. 231). Understanding the environment will enable the organization to undertake logistics management research to model real systems that can effectively be improved in due time. In regards to the management of the system, Churchman says “ there are no experts in the systems approach.” (Churchman, 1968, p. 231). It would be prudent for the organization to enact mechanisms that will facilitate the continuous learning process for all participants. This will acquaint the personnel with new ideas and knowledge necessary for the successful completion of any research project.