

# Fedex corporation essay sample

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



## **FedEx**

What are they doing?

FedEx has a number of business lines that they operate. First, they operate in air services delivery within the United States, which are defined specifically by time. It owns several aircrafts. It also has the world's largest wide body civil aircraft. Its airlines carry the largest freight compared to the others that provide the same service. up to 2008, it provided services from the US mainland to the Caribbean islands. This service is called the FedEx Express

It also operates day delivery services within the United States and Canada. In this service, it employs the use of a large fleet of cargo trucks independently owned and independently contracted drivers. It also conducts home delivery from Tuesdays to Saturdays. It has special delivery programs for that offer flexibility to residential recipients. This service is called the FedEx ground (2012).

The FedEx SmartPost deals with the consolidation of parcels from individuals and businesses then use postal services to dispatch these parcels. The other line of business is the FedEx freight, which handles deliveries that are considered to fall under the category of Less than Truck Load (LTL) within the United States. It has a section called the FedEx Custom Critical that deals with the delivery of items considered valuable, urgent or hazardous by the use of chartered aircrafts and trucks. This category does not accept perishable goods, livestock, alcohol, hazardous waste, money and household goods.

FedEx trade networks provide customs related services transportation advice

and insurance. It was formerly known as C. J Tower & sons. They also offer inventory logistic services, fulfillment services and transportation under the FedEx Supply Chain Services. The company offers planning, marketing and information technology services for its operating companies under the FedEx Corporate Services.

FedEx Tech Content department offers customer services free phone lines used in answering queries arising from the customers. This department handles claims, complements and complaints from its clients. FedEx office handles printing, document creation, computer rentals, internet access, direct mails, signs and graphics, and FedEx shipping. This office department is further subdivided into FedEx Office and print centers, and FedEx Ship Centers (2012).

### **Internal changes made by FedEx.**

The internal changes made by FedEx include the changes in management systems and the changes in line of operations. The company, in a move to adjust to competition, usually conducts internal adjustments in the management systems (2006). They replace the management and relocate personnel to other departments where they are deemed to perform better as opposed to their existing positions. The company also is a dynamic company and whenever a business opportunity presents itself, it always takes advantage of these opportunities and implements its ideas to make it successful. The opportunities may be available in terms of a collapsing company, a new market, or a completely new line of operation. The company would take up the other collapsing company, adjust to the negativities, and make it productive (2012). The customers may not realize these changes

since every person in the institution has a collective goal that is to achieve the success of the company. no person subordinates their individual goals to those of the organization.

### **What internal changes do they make to provide better services?**

The company engages in extra activities such as involving itself with its clients in sponsorship programs, for example in motor sport and football. Non-functioning staffs are either relieved of their duties or relocated to departments where they are considered to perform better in order to achieve customer satisfaction. Other changes such as home delivery services to residential clients also help in the effective customer satisfaction. The company has a range of services, which benefits the customers in a way or the other (2009).

### **Reasons for these changes and their effectiveness**

The organization, just like any other has internal driving forces that bring about these changes. The organization has to adjust to the new changes concerning their machinery and equipment. It has to employ the most appropriate machinery in order to ensure efficiency. Another reason for implementing change is the organizations technological facilities and capacity. For better production, the company must use the most reliable technologies. Organizational culture is another reason for the internal change, if the organization reviews its culture and a need for change arises from the new cultural adjustments, the organization might be forced to implement certain internal changes (2012).

The organization also implements changes concerning its management

system. Different managements have different perspectives and styles of management. When a new management is in place, it will implement its style, which might be different from the former thus bringing about change. Finance also plays a major role in the internal changes implemented by a business. Management of this fundamental unit of the business might foster some changes in the company. the final reason why FedEx might implement change could be due to employee morale. when the employee morale is low, the management might consider a change since these employees are the ones that work in a pool for customer satisfaction. At the end of the changes, FedEx usually benefits positively and customer satisfaction is met.

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