

Management

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Management The video Brakeless offers an insight into the management practices exhibited by the West Japan Railways. This firm is key in provision of transport services and the economy at large. In that respect, its efficiency and strong corporate culture on quality is important. It is worth to note from the movie that the company upholds participatory decision making in which the divergent views of all stakeholders is taken into consideration. According to the movie, the company offers an insight into the significance of workplace safety practices. In essence, the company y has stepped up its employee welfare policy by installing sufficient safety equipment for its workforce. This is a motivational approach with significant gain on its overall governance performance. On the side of service delivery, such a conducive working environment has significantly boosted the spirit of the staff to deliver quality services. According to the customer feedback data, it can be seen that efficiency and reliability characterize the company in as far as its interaction and relationship with customers is concerned. In regard to past the past accident that involved the company's train in 2005, there has been significant change approaches to address any possibility of a similar scenario (Schaeffer 36). This has been incorporate to organization culture that emphasizes human welfare above profit maximization motive.

Communication among departments is considered critical in co-ordination of various activities to ensure consistency in service delivery. This boosts the overall interpersonal relations within the workforce hence improved productivity. The company has a strong customer care services and this promotes its image and public relations. This is critical management principle that emphasizes use of communication to facilitate efficiency in the

organization structure.

Work cited

Schaeffer, Robert K. *Understanding Globalization: The Social Consequences of Political, Economic, and Environmental Change*. Lanham, Md: Rowman & Littlefield Publishers, 2009. Print.