

# How standards set improve organizational performance

[Business](#), [Management](#)



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Standards set in an organization play a key role in determining the output of the business. By creating the super teams, the company was able to reduce its operational costs by \$2. 1, minimize the rate of loss of packages by 13% while correcting bills. This resulted in improved efficiency and accuracy in parcel delivery which eventually would attract more customers leading to increased revenues. The company ensured unity by having one communication hence minimizing disagreements among employees leading to high standard performance. They operated independently hence reducing external distraction while maintain its key values. Through creating golden package, they were to rival their competitors and remain the market leaders as they created a fast instant delivery.

## What motivates members to remain highly engaged in the teams

FedEx has various ways to motivate their employees. The staffs are given more authority in their business decisions and take responsibility to their actions. Through this, employees are actively involved in the production hence are more confident with the company since the company trusts them. Workers are also more united towards the business hence their sense of togetherness that provides extra energy at work place. The company also set an excellence award to best performing station. This creates hard work and motivates the staffs even more since their productivity would be reorganized.

## Role of managers in team effectiveness

In any organization, managers play a key role in the success of the company. In FedEx, managers act as the link between employees and management

ensuring clear dissemination of information from the top to the bottom hence efficient flow of work. They set clear objective goals that is to be achieved by the company increasing profitability of the organization. They also act as a unifying factor among the teams that ensures cohesion, collective responsibility to the benefit of the organization. Managers also provide a working example to other teams as shown by helping in times of emergencies hence clearly defining expectations.

Teams used by FedEx

Task force- this is a team designed with specific responsibility to solve an assignment that is allocated to them by the management (Griffin & Moorhead, 2010). This is shown by the organization setting up companywide projects team so as to counter attack competitors.

Functional teams - Ensures specific functions are carried in different parts (Daft, 2010). This can be explained by FedEx creating different business units e. g., FedEx ground, FedEx express and many more.

Quality team- Is a team specialized to oversee improved performance from the organization. (Daft, 2011). This is shown by Smith leading a team of golden package.

Leader's right from Smith created effective teams among themselves. For instance, smith argues that one cannot really be hanged just because the ideas do not work; as such teams have confidence in generating ideas that enabled the organization progress. Managers also acted like facilitators and supervisors allowing much freedom to the employees in decision making in their teams.

References

<https://assignbuster.com/how-standards-set-improve-organizational-performance/>

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