

W5 discussion om

Business, Management



W5 DISCUSSION OM School: W5 DISCUSSION OM Reading through the BPO case study, one important idea that is developed is the need for independent decentralized system of operating when the ultimate goal of the organization is to ensure that there is as much effectiveness and efficiency as possible. This is because once there was going to be the creation of various divisions within the company, BPO was going to witness an era where most forms of bureaucracies associated with the delivery of work was going to be a thing of the past. This is because there were very few people to report to within a given division as compared to a centralized system when one has to go all the way to the topmost hierarchy. Meanwhile when such time and resources are saved in the delivery of work, efficiency becomes guaranteed (Meredith and Shafer, 2014).

With this noted, there was sufficient evidence from the case that even though decentralization can solve most of the organization's issues with efficiency and efficiency, the efforts of companies did not have to end with the creation of divisions (Abdullah, 2004). For example, once there was poor prioritization of resources, it was noticed that the output of work was not as forthcoming as expected. In other words, the need to apply continuous processing improvement strategies is always important; regardless of the organizational system or structure being practiced (Martinez, 2011). For example, within a typical decentralized organization, using a lean tool will ensure that much saving is made with regards to the use of time and resources. This is because several jammed processes that cause and create waiting and other forms of waste will be identified and dealt with (Labovitz and Rosansky, 2007). As evidenced in the case, the lean tool could ensure

that priority is given to most important processes that guaranteed the best of results.

References

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