

# The new systems of polyprod

Business



Employing employee motivation measures such as the provision of incentives as well as increased remuneration will greatly improve their competency in the workplace. The firm should stop hiring the temporary personnel who are inexperienced since this lowers the pace at which the Manufacturing and Distribution Department operates. The high turnover ratio in a firm is a boost to its competitors who are keen at taking in employees who have already been trained by their rivals. Therefore it is advisable for PolyProd to adopt permanent employee system and maintain them well. Roberta needs to advocate for a common approach in the manner in which M & D Div operates throughout its branches worldwide so as to ensure consistency as well as maintenance of fixed standards. The firm seems to be in a better position to implement the changes owing to the fact that it aims at maximizing its profits, therefore, the management will be willing to attempt the new changes. Moment of truth arises when paying for a service already rendered and the business owner asks you about the service they have just rendered to you. The point at which you give your feedback marks the moment of truth. Operations can meet the expectations of the customers by ensuring that they offer the best services available to their customers.

#### Reference

Cummings, T. G., & Worley, C. G. (2009). Organization development & change. Australia: South-Western/Cengage Learning.