

The training and development at sainsbury's

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The training and development at Sainsbury's plays a big part in the contribution to the activities that are conducted at Sainsbury's. The training and development at Sainsbury's provides the staff at Sainsbury's with the opportunity to work efficiently and effectively so that they can stay on the job. It also provides the staff, who complete the programmes, with the opportunity to work with the higher levels of staff at Sainsbury's. The finance training and development programme trains people so that they can work with Sainsbury's finance department, and to help them meet one of Sainsbury's objectives, which is to provide shareholders with good financial returns.

The marketing training and development programme trains people so that they are able to work with Sainsbury's marketing team and produce marketing plans and promoting products to customers and the public. The buying training and development programme trains people so that they are able to work with Sainsbury's Trade Divisions and also work together with suppliers to deliver good quality products to Sainsbury's customers.

The supply chain training and development programme trains people so that they are able to work with Sainsbury's and so that they have the ability to forecast and know about the logistics of operations ordering and distribution and development. The trainees will then know the system in which Sainsbury's operate their supply chain, and they will then be able to help Sainsbury's by managing the supply chain. The quality and innovation training and development programme trains people so that they are helping Sainsbury's deliver the innovation and quality of goods and service that their customers expect.

The human resources training and development programme trains people so that they are able to deliver Sainsbury's business strategy through people. They will be taught how to manage people, therefore they will have the ability to manage Sainsbury's staff. The formats training and development programme trains people so that they can offer Sainsbury's customers exactly what they expect. And changing to suit the changes in lifestyles. The retail training and development programme trains people so that they can reach management positions at Sainsbury's and make decisions and plans that help Sainsbury's in meeting its objectives.

The pharmacy training and development programme trains people so that they are able to work with Sainsbury's pharmacy department. So that they can meet Sainsbury's customers' needs not only by providing them with medicine, but also by providing them with advice if they have any problems. The property training and development programme trains people so that they are able to aid in planning the sites of Sainsbury's stores and to help build them. The training and development provided by Sainsbury's provides a variety of knowledge that allow people to work in any area of Sainsbury's just by completing the training and development programmes and by receiving the required qualifications.

EVALUATION POTENTIAL AREAS OF CONFLICT BETWEEN THE H. R. DEPARTMENT AT SAINSBURY'S

A major conflict that the Human Resources Department faces is the conflict between the training and development at Sainsbury's and the Finance Department at Sainsbury's. For Sainsbury's to provide effective and efficient

training and development to their employees Sainsbury's must also be able to provide the money to finance the training and development. As training and development can be very expensive depending on the types of training and development that is provided. Sainsbury's provide a wide range of training and development for each different area of the Sainsbury's business. Sainsbury's finance department may not be able to fund the training and development completely; therefore this causes a conflict between the two departments. The finance department believe that the money could be spent on other areas of the Sainsbury's business rather than on so much training and development.

When appraisal meetings are conducted, targets are identified and set in these meetings, also budgets and long and short-term needs are identified. When performance management is carried out, Sainsbury's H. R. department uses appraisal systems. As a reward to employees for good performance, Sainsbury's reward them with performance-related pay. The Finance Department has to arrange the performance-related pay; this is another conflict, as the Finance Department may not have the budget to finance the performance-related pay.

There also is a conflict between the Human Resources Department and Sainsbury's management. As Sainsbury's management may not agree with decisions made by the Human Resources Department. When the H. R. Department employ new staff, Sainsbury's management may not agree with the decision to employ those certain staff. The management will disagree, they may have found some fault or reason why that employee may not be suitable for working with Sainsbury's.

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Another conflict is between the Internal Labour Market and the Finance Department at Sainsbury's. This is because in West London there are many jobs available, as West London is quite large. The jobs that are available offer highly competitive notes of pay. Therefore the Finance Department at Sainsbury's need to compete with these notes of pay, forming a conflict between the Internal Labour Market, which is part of the Human Resources Department, and the Finance Department.

THE EFFECTIVENESS OF THE H. R. DEPARTMENT AT SAINSBURY'S

The Human Resources Department at Sainsbury's can resolve the conflicts that they face in many ways, using a range of methods. Sainsbury's already use quality assurance systems. Like nearly every organisation Sainsbury's also feels that quality should be at the top of the list when it comes to aims and missions. Sainsbury's also abides by the four Total Quality Management principles. Sainsbury's have a high commitment in making sure that their customers' needs are fulfilled to the most that they possibly can.

In every store they have a customer service department, that deals with customer complaints and problems. Also Sainsbury's staff are fully trained to treat customers in the right way, and to look after them. They are also trained to listen and respond to any complaints or views the customers share with the staff. Sainsbury's staff are continuously making improvements on their products and the services they offer. Sainsbury's are improving their brand name by improving their packaging, and the quality of their product. Sainsbury's are also continuously offering new services to existing and new

customers. This is an overview of how Sainsbury's works, this was identified using TQM, Total Quality Management.