

Legal and ethical issues in business

Business



In order for a business to succeed into the future growth is needed. The success of this company is not in the amount of products we make but the amount of customers we gain. In order for us to ensure our customers continue to do business with us we need to provide a product that holds quality as well as the company name. With this being said there are a few products that could potentially be defective and should be recalled prior to distribution. Recommending that the product be tested over again for all possible faults as well as multiple stress tests to ensure the product carries quality for our company.

After all not only is it a product of ours it is a business card as well. All products will be tested through multiple stress test as well as chemical makeup. There should be no question to whether the product is faulty or not. If there is doubt with the product then distribution of the product will be put on hold. There should never be a rush when manufacturing our products. Rushing the assembly will always result in low quality items. Our customer's satisfaction with our products is what keeps the lights on.

If a product is defective and we are not the ones to catch the defect not only is a customer lost but a lawsuit is filed. There can be no profit gained if payout needs to be settled in courts. Let's do what we can to produce the best product the safe way and keep our customers happy through quality and price. Satisfying our customers ensures a brighter future for our company.

1. Addressing the necessity of not only gaining customers but keeping customers I identified the company's main source of profit. Without the

customers the business would not be able to continue into the future.

Pointing out the importance of selling a product of quality dealing with the strength of the product as well as making sure it does not contain chemicals that are or could potentially be hazardous to them. 2. Sending out a recall on the product that is defective in order for our company to either correct the error or dispose of the product and design a newer safer model. For the customers we have that have given us their email we can send out an email to them directly.

If no direct contact information then sending out a global broadcast addressing the defective product informing them where they need to go to exchange or refund the product. 3. Stressing the severity of making sure all products are tested to be safe and stable is one step that can be made to ensure internal actions are taken. Making sure every employee has taken a class that goes over the important factors of their job will also help the employees know exactly what is needed.

There should be a longer test period for a product that goes over a serious of possible errors in the product that could occur. 4. For the products that do get recalled by offering an exchange or refund for the defective product we show the customers that we do not just want their money but there satisfaction is also in mind. Keeping the product in house until there is no doubt left in the product is also another way to ensure customer satisfaction as well as safety. The more important a customer feels the more likely they are going to keep paying out money for our products.