

Code of conduct for westinghouse

[Business](#)



Project: of Conduct Westinghouse as a corporate organization cannot be unconcerned about the need to ensure and implement stipulated code of conduct that ensures regulated ways of going about the governance of the company. Generally code of conduct are a set of rules that define the way and manner in which staff and employees of a particular organization ought to behavior and approach key issues that concern the running of the organization (Andriole, 2007). When well implemented, the code of conduct becomes one of the key organizational cultures of the organization. In today's competitive business environment, the need to have a definitive organizational culture that customers and other stakeholders are familiar with is very important. The importance of such an act is in the fact that it makes customers and stakeholders more comfortable in transacting business with the organization because once they are in the premises and into business with the organization, they know what to expect. An organizational culture that revolves around a regulated code of conduct also has the potential of ensuring that the culture that is built is one that is built on the principles and core values of trust, respect for stakeholder, honesty and commitment towards duties. The resulting factor therefore being increased productivity.

Preferred Code of Conduct

In the specifics, the kind of code of conduct that will be most ideal for Westinghouse ought to be one, that puts the customer first. To this effect, staff and all employees have to come to the realization that the customer is the single most important entity of the company. This is of course an assertion that needs not be explained further or needs to be compromised because it is the collective transactions that customers make with the <https://assignbuster.com/code-of-conduct-for-westinghouse/>

company that ensures the existence and growth of the company (Westinghouse, 2012). To this end, the customer relations status of the company needs to be strengthened at all levels of the organizational hierarchy. As long as it is the customer the employee is having an interaction with, there will be the need to ensure that there is a very high level of courtesy and respect. As much as possible, the customer should be right in all instances. The customer needs to be given the first attention. This means that instead of receiving a private call for instance, the employee needs to for go that and attend to the customer who is in the queue. Again, under no circumstance must the customer feel that his or her precious time is being wasted at the premises of the company. To achieve, the code of ethics must specify the limited number of minutes that each employee needs to spend with a customer. Once such a regulation is in place, employees will do everything possible to always quicken up their services to customers.

Benefits of Preferred Code of Conduct

In conclusion, it is important to reiterate the fact that the eventual beneficiary of a code of conduct in place at Westinghouse would be the company itself. Initially, there is the tendency for employees to feel that the codes are targeting them and suppressing their freedom to some extent. It is however important to know that if the code of conduct is holistically implemented and it becomes the basis of the company's organizational culture, it would create a very serene organizational climate where every member on the staff would want to belong to. This is because the company will experience growth and there will be much return on the courtesies that employees give to customers on the employees. As the employees conduct themselves within the code also, there is surely going to be an era where the <https://assignbuster.com/code-of-conduct-for-westinghouse/>

reputation of individual employees will be protected and so they are going to work within an organizational climate that is built on the principles of orderliness and independence (Price, 2009).

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