

Supplementary Course Materi... AMP-434 Scenario Selector pdfCreator.php

lc.gumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Page: 1 of 3 Automatic Zoom

Module 2 Scenario: Strategic HRM Proposal

Type: Family Business
Size: Small Business
Sector: Flower Shop
Funding: Revenues based
Stakeholders:
Vendors

Decision makers:
Owners

Formal organization:
LLC

Human Resources Department:
Pay-for service arrangement: temporary agency

Stage in Organizational Lifecycle:
Growth

THESE ARE THE GIVEN CONSTRAINTS:

Ask me anything 1:47 PM 3/29/2016

Supplementary Course Materi... AMP-434 Scenario Selector pdfCreator.php

lc.gumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Page: 1 of 3 Automatic Zoom

ORGANIZATIONAL BACKGROUND:

Founded in: 1942

Dedicated to: The company thrives to provide the best possible experience to all of its business partners and clients.

Culture Our culture is akin to that of a small family. All our employees are partners in the business, share our success, and help us sustain the core values that make us successful.

Structure: structure

Mission statement: To ensure that each customer receives prompt, professional, friendly, and courteous service. To maintain a professional and friendly environment for our cusotmers and staff. To provide at a fair price using only quality components. To ensure that all customers and staff are treated with the respect and dignity they deserve. To thank each customer for the opportunity to serve them. By maintaining these objectives we shall be assured of a fair profit that will allow us to contribute to the community we serve.

Ask me anything 1:48 PM 3/29/2016

Supplementary Course Materi... AMP-434 Scenario Selector pdfCreator.php

lcgumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Page: 2 of 3 Automatic Zoom

will allow us to contribute to the community we serve.

Vision statement: Within the next five years, we will become a leading provider of products and services to small businesses by providing customizable, user-friendly solutions scaled to small business needs.

page 17/3

SCENARIO GENERATOR

INTEGRITY: By dealing honestly with our clients, staff, vendors and community.

RESPONSIBILITY: By considering the environment in which we do business, community views and the common good.

PROFITABILITY: By being aware that an appropriate level of profit is necessary to maintain our business and allow our values to continue to be observed.

Values statement: In conducting our business, we will realize our vision by performing our affairs so that our actions provide confirmation of the high value we place on:

Ask me anything 1:49 PM 3/29/2016

Supplementary Course Materi... AMP-434 Scenario Selector pdfCreator.php

lcgumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Page: 2 of 3 Automatic Zoom

Present goals: To reduce delivery and distribution time of products and services. To reduce the number and frequency of customer complaints, and to improve the response time of customers inquiries.

Past goals: To reduce employee turnover by 20 percent by introducing a new employee assistance program. To improve productivity by implementing a company-wide training program. To actively recruit skilled workers into the organization.

Brief SWOT analysis:

Strengths:

- Positive cash flow
- Good business reputation
- Known for product quality

Weaknesses:

Opportunities:

- Improving economic outlook
- Partner with larger companies to expand services
- Buy out some competitors
- Technological advances

Threats:

- Changing demographics
- Changing needs and preferences of stakeholders

Ask me anything 1:50 PM 3/29/2016

Supplementary Course Materi... AMP-434 Scenario Selector pdfCreator.php

lcgumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Page: 2 of 3

FEEDBACK:
Customer feedback:
Negative comments:33
Positive comments:9
Issue resolution:7
Reachability:9
Cancellation:4
Friendliness:4
Product knowledge:2
Overall:4.4
Employee feedback:
Negative comments:56

page 2 / 3

SCENARIO GENERATOR

Positive comments:81
Negative comments:56
Positive comments:81
Issue resolution:5
Reachability:1
Cancellation:7
Friendliness:0

Ask me anything 1:51 PM 3/29/2016

Supplementary Course Materi... AMP-434 Scenario Selector pdfCreator.php

lcgumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Page: 3 of 3

Issue resolution:5
Reachability:1
Cancellation:7
Friendliness:0
Product knowledge:2
Overall:2.6

RESEARCH USING LibGuides:
Generic <http://libguides.gcu.edu>
Specific <http://libguides.gcu.edu>

REFLECT ON:
Question 1: Do organizational goals support the mission, vision, and values statements?
Question 2: Does the organizational structure support the strategic plan for the organization, communication, decision making, customer service, employee engagement and satisfaction, and cross department interaction?
Question 3: Are there apparent gaps in skills, talent, or diversity in the leadership team or staff?
Question 4: From a review of the information provided, what areas are in need of further development?

DELIVERABLES:

Ask me anything 1:52 PM 3/29/2016

Supplementary Course Materi... × AMP-434 Scenario Selector × pdfCreator.php × +

lccgumedia.com/amp434/scenario-generator/tcpdf/pdfCreator.php

Most Visited Getting Started Amazon.com - Online... TripAdvisor

Page: 3 of 3 Automatic Zoom

DELIVERABLES:

This assignment is about both the design and execution of human resources management strategies. Create a report that addresses systematically and strategically the aspects of managing the organization's human assets, and what really needs to be done to implement these policies. Write from the perspective of a manager who makes a proposal to the company management. Address the human resources topics outlined below, from a strategic perspective.

Short-term and long-term unit goals (SMART format):

- Specific: What will be accomplished? What actions will you take?
- Measurable: What data will measure the goal? (How much? How many? How well?)
- Achievable: Is the goal doable? Do you have the necessary skills and resources?
- Relevant: How does the goal align with broader goals? Why is the result important?
- Time-based: What is the time frame for accomplishing the goal?

Unit organizational development strategies, addressing:

- Objectives
- Approach
- Expected benefits
- Strategic focus
- Milestones in the organizational development roadmap

Ask me anything 1:52 PM 3/29/2016