

Editorial

There are many possible reasons behind resignation of an employee from an organisation. One such reason is absence of proper reward system in the organisation. Employees who perform exceptionally well, expect that their contributions would be recognised by their organisation. The moment that does not happen, these high performers feel demotivated and may decide to leave the organisation. The first case deals with one such issue. By all possible means, organisations should retain their high performing employees.

Second case deals with mainly Operations Management practices in a newly established Syrian restaurant in Shah Alam, Malaysia. Traditionally, restaurant business is competitive and to sustain in this keen competition, the restaurant manager must delight their customers. The front-line employees who directly come under contact with the customers have a special responsibility. However, when these employees have their own internal problem among themselves, obviously, it will affect the services they offer. The way forward is to cater sufficient training and reward system for the employees.

Fair-trade Chemicals Sdn Bhd is a reputed company in producing adhesives and sealants. Due to superior quality of products, over the years the company has seen significant growth in its business operations. Presently, it operates round the clock. The 3rd shift has been added recently. But unfortunately, the company assigned newly hired workers to this new shift. As anticipated, problem occurred due to their inexperience in dealing with business operations. Recently, one of their loyal customers lodged a serious complaint against the company. Upon investigation, the company found that assignment of inexperienced employees to the new shift is the root cause of the problem.

Massimo Bakery, a bakery company supplies bakery products of Italian taste. As many other companies, this company too faces the pressure of doing more with less. There a myriad of opportunities before the company to raise its productivity level. The case provides a number of interesting ideas on how Massimo can improve its productivity but at the same time keep on providing excellent services to its customers.

- Editors