
Analysis And Recommendations For The Human Resource Department Of Selected Company

The Human Resource Department is a vital asset to all medium and large companies. It involves developing and administering programs that are designed to increase the effectiveness of an organization or business. It includes the entire spectrum of creating, managing, and cultivating the employer-employee relationship. So, the Siew Bao's HR department is striving to create and sustain a work environment which attracts, motivates, develops, rewards and retains the highest caliber of staff.

The HR department of Siew Bao is facing some problems and they need to resolve their problems in order to achieve their goals and to fulfill the customer demand.

One of the problem which is faced by Siew Bao Company is that they are producing more number of Siew Bao than the demand of the people. Siew Bao is a Chinese dish and it can only be used within 24 hours, after that it gets expired. The company are having ovens in their outlets that are fixed and can produce 96 Siew Bao in one day. The company cannot produce the product according to the demand, because the ovens are fixed for producing a certain fixed amount and one Siew Bao is for 2.5 MYR. So the problem which the HR department is facing is that they are having excess supply of Siew Bao and in contrast the customer's demand is not much so most of their product gets waste as the same Siew Bao cannot be used next day. So the HR department should take steps to solve this problem. According to my opinion I would recommend that Siew Bao Company should check the average demand of their product in each outlet and according to that they should set the ovens and should produce only the required number of Siew Bao. As in some outlets the demand of Siew Bao is high and in other outlet the demand is less. So the company should take such steps that they can prevent the Siew Bao Company from losing, because if they'll produce the same amount in all outlets then in some outlets the demand will be less than the other outlet. So they will lose some amount of Siew Bao, but if they will only produce the required amount of Siew Bao in each outlet, they will prevent themselves from loss.

The second major problem is about orders of Siew Bao's, we get to know about this issue by visiting the Siew Bao outlet. We visited the Siew Bao outlet and their we got to know that they take orders on call and are not securing any payment. The outlet manager told us that they face such issues like people order first and at 11th hour they cancel the order and we don't take any kind of advance payment so we lost because the life of Siew Bao is not more than 24 hours. So this the second major issue faced by Siew Bao Company.

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I would like to recommend that the HR department of the company should solve this issue by making such policies that would be in favor of them and they don't have to face loss. They should start taking some advance payment from the customers, so that customer could not cancel the order at 11th hour and they must have to collect his order. The third issue which is faced by Siew Bao Company is that they are not selling the Siew Bao Pork at all of their branches and if someone wants to order pork they have to get it pre-delivered from other states. There are total 8 branches of the company. In Kuala Lumpur there is more Muslim population and its main hub of Malaysia. In the main three branches of Kuala Lumpur only Halal Siew Bao is available whereas in other states like Genting, Klang and Seremban there siew bao pork is also available because there people are from all over the world. So when we ask from the company that what they do when they get order for Siew Bao pork in Kuala Lumpur, they said that if someone wants to order Siew Bao pork we will get it pre-delivered from our Genting, Klang and Seremban outlets. The company takes the delivery charges from the customer, which it has to bear in getting the product from other state. But if the customer argue that why you are taking the delivery charges from us, it's your issue that you are not keeping pork at all of your branches, it's not the customer issue.

So the HR department should solve this issue, the department should suggest the company that they should keep the Siew Bao pork in all branches of the country. If the company doesn't want to do this, then company should afford the delivery charges by itself or it should increase the price from 2.5 MYR to 4 MYR for both Siew Bao with or without pork because if the company will increase the price the of one, they will seriously lose the customer. One more thing that the company can do is that they should clearly mention in their outlets that we don't take orders for Siew Bao Pork in these branches, so kindly don't order. If you want to get pork then go to some other branch or buy yourself or if you want to take from us then pay the delivery charges, we will supply the Siew Bao Pork.

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