## Planning

Planning is the process of deciding on the goals an organization shall achieve which is often the first step in management (Ref-DJ49F2). The structure of work at Amazon is rigid and tasks are performed according to the workstations an individual is allocated (Ref-G7H3J1). With the help of ICT, the supervision of each worker at the warehouse is traced through barcodes. There exists a plan of the daily activities where there is a daily meeting of the employees with their supervisors to set objectives and discuss problems that might have occurred. Further, there is a set plan on the process of staffing during the peak seasons where part-time workers are sourced.

### Organizing

Organizing is the process of having physical resources assembled and assigned to corresponding resources whether human, financial, or any other resources that are necessary for the achievement of goals (Ref-DJ49F2). It involves the managers in the process of describing specific roles, responsibilities, and tasks that should be performed by each worker in the organization (Ref-G7H2K9). Organizing ensures that tasks are performed with minimal errors as workers are focused on specified tasks at any given time. Amazon has departmentalized its operations so that the workers can perform specific roles at any given time. Supervision of the workers has enabled the smooth running of business operations in Amazon.

## Leading

Leading has been defined as the stimulation of workers of an organization so that employees can be conversant with the plan of the organization (Ref-J7X8K2). Managers use strategies that motivate workers such as capacity building and mentoring to realize the potential of the employees. Depending on the season, Amazon has established a transactional style of leadership where during peak seasons, workers have limited access to team building activities whereas, during the low workload, managers focus on connections and self-realization of employees in the organization (Ref-B9N2M5). Managers always mentor and encourage improved employee performance.

## Controlling

Controlling is the process of guiding employees and monitoring their performance to ensure that the organization achieves its set goals (Ref-DJ49F2). Control is established by introducing standards that measure the performance of the employees. supervisors at Amazon collect data concerning the performance of each worker which helps them set standards for overall performance. Also, Amazon uses self-evaluation reports to assess individuals' willingness to perform tasks at the warehouse. Controlling has resulted in the appraisal of workers at different stages of operations such as promotions within the organization.

## Communicating

Communication is an essential function of the management in an organization. Managers at Amazon have established an internal communication protocol that helps in the management of crisis and formal internal communications of goals. The use of ICT has greatly helped Amazon in employee communication (Ref-DJ49F2). Further, supervisors have established daily meetings where employees and supervisors set objectives and problems are addressed. Communication has made leaders in Amazon have a channel for problems being faced by employees known to the management and resolution established.

## Conclusion

Amazon’s management team applies the five functions of management to achieve the organization’s goals. Through the establishment of a well-structured plan for the execution of each worker's tasks is a guide for the fast performance witnessed in its operations. The management communicates through the use of advanced technology of bar codes that enable the performance of workers to be measured within the organization.