

CASE 1 XYZ Grocery Store

1. Objective - What is the goal? Make it SMART objective
2. Problem Statement - What problem needs to be addressed to meet your objective?
3. Case Facts - Relevant facts that will support your courses of action
4. Alternative courses of action - What are possible solutions? Give 3 solutions
5. Recommendation - Based from your alternative courses of action choose 1 and Justify

Answers:

1. The objective is to reduce the probability that the merchandises will be lost.
2. The groceries have lost at least 10,000 pesos worth of merchandise that has been happening for the last six months already.
3. All employees have their own duplicate keys to the storage room. The grocery does not have enough security.
4. Plan A- reschedule the security personnel's shift and take all the duplicate keys from the employees and leave one for the two security personnel, and one copy for the most trusted employee. And then give the master key to the store's owner.
Plan B- install budget friendly CCTV all over the store especially the storage room and hire a store manager.
Plan C- Add a new policy that if anything is missing in the store, all employees will be held responsible and will take the responsibility by dividing the total cost of the missing item/s that will be deducted to their salary.
5. We recommended that the XYZ Company should add a new policy and