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## UPS SWEDEN: ORGANIZATIONAL STRUCTURE AND DECISION-MAKING

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As a student who has worked at UPS Sweden for three years, I've gained valuable insights into the company's organizational structure and its impact on decision-making processes. This essay explores the key groups, structure, and relationships within UPS Sweden, and how these elements influence the organization's decision-making approach.

UPS Sweden operates within a hierarchical structure, characteristic of many large organizations. At the top sits the country manager, managing multiple departmental heads that manage certain functional areas such as operations, human resources, sales, and customer support. These departments form the fundamental groups inside the corporation, each having its own subgroups and team structures (Bojesson, 2024).

The operations department, where I work, is the largest group within UPS Sweden. It's divided into several subgroups: package handlers, drivers, dispatchers, and supervisors. Each subgroup has distinct responsibilities but must work in close coordination to ensure efficient package delivery. This structure allows for specialization and clear lines of authority, which is crucial in a time-sensitive industry like logistics.

Group relationships are both horizontal and vertical. Vertical relationships are characterized by the movement of decisions and information from management to frontline employees. Horizontal relationships exist between departments and teams at the same level, facilitating collaboration and information sharing. For example, the operations department

frequently interacts with customer service to resolve delivery issues and with sales to manage shipping volumes.

The hierarchical structure of UPS Sweden significantly affects its decision-making processes. With input from department heads, major strategic choices are usually decided at the highest levels of management. Although this centralized strategy guarantees uniformity throughout the company, it occasionally results in a delayed reaction time to changes in the local market or operational problems (Mintzberg, 1979).

However, UPS Sweden has also implemented elements of decentralized decision-making, particularly in day-to-day operations. When it comes to package prioritizing and route planning, for example, dispatchers and drivers have some liberty, which enables them to quickly adapt to unforeseen events. UPS Sweden can maintain broad strategic direction while remaining flexible at the operational level thanks to this combination of centralized and decentralized decision-making.

In conclusion, UPS Sweden's organizational structure, characterized by clear hierarchies and specialized departments, provides a framework for efficient operations in the complex logistics industry. While this structure can sometimes lead to slower decision-making at a strategic level, the integration of decentralized elements in daily operations allows for necessary flexibility. Understanding and balancing these structural influences on decision-making is crucial for UPS Sweden's continued success in the dynamic logistics market.



References:

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