**Introduction:**

Case Study - 1

Trouble at Tessei

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# Teruo Yabe, the named Director as well as general executive of Tessei, walked into Tokyo’s station Platform 21 to enroute to this office. In August of 2005, Yabe knew his office to have located below tracks that would develop respite to the afternoon heat and change in order to reflect. The auxiliary of East Japan Railway Company, JR East Tessei has been belligerent. There have been safety issues, operational mistakes, customer complaints as well as worker revenue problems. This paper will focus on the problems and causes of Tessei, a railway company that has faced issues in its work functions and identify an action plan for resolving the issues.

# Problems:

1. **Fall short of all dimensions**: Yabe had reflected on the dispute he inherited. Tessei’s authorization is in providing uncontaminated trains and enhancing efficiency of overhaul experiences. The quality, timeliness, and customer, as well as employee satisfaction, seemed to be subpar (Chadha *et al.* 2022). As Tessei has been struggling, they have had a negative reputation within the company. Tessei’s work represented how they would pay the airline for perfect on-time cleanliness to ensure each mistake was costly. Tessei’s mandate has been such that safety records have been subpar and that employees need to return to the platform to make better assignments.
2. **Safety issues and customer complaints:** Tessei had faced issues related to customer safety and employee turnover has been at historic highs. As JR continued to enhance its frequency channels, it kept getting less. The work of Tessei is claimed to have interpreted customer complaints as it kept getting less. There was employee turnover and the company faced tremendous pressure due to its mistakes and failures. Recruiting talented as well as motivated staff has been the main issue for the staff and the front-line employees had difficulties in acquiring jobs as a result of its unfavourable history (Gilch & Sieweke, 2021).

# Causes:

* Tessei’s work is identified to be one of the most multifaceted operations globally. Cleaning in Shinkansen train has been equivalent to half of the time taken to set up a clean one. Japanese customers who had made many payments for the ride have also made payments for the on-time cleanliness as each mistake was costly. Yabe had wondered how at all levers whether operational or organizational Tessei needs to set to get back on track (Bernstein & Buell, 2015). Employees needed to be conducting visual checks to gain Diagram

  Description automatically generatedcleaning supplies for its ongoing passengers.

**Figure 1: Fishbone diagram**

**(Source: Created by author)**

* Remaining unhygienic and having recruitment issues have been one of the basic reasons for the company being a challenge. Complaints from customers incorporated untidy bathrooms and forgotten things that were left at the back for which Shinkansen has not identified with. The records of quality, time, and customer complaints had been at par that the present individual experience. The skills shortage has also been a cause due to which Tessei had faced issues relating to job difficulty and unfavourable career histories. Therefore this demonstrated that proper cleaning as a mistake can be costly. Having no background in cleaning and finding opportunities can make the operations costly that demanded on-time cleanliness (Craig & Churchill, 2019).

**Action Plan:**

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| **Action Plan** | | | | |
| **Goal:** Build up the reputation and lessen organizational fallacies. | | | | |
| **Action** | **Purpose** | **Deadline** | **Result** | **Success measure** |
| **Clean and hygienic workplace** | * Improve customer satisfaction * Reduce customer complaints. | 3 months | The company would require spending made by the employees on product improvement and brand building. | 1. Enhance business reputation.  2. Lesser accidents.  3. Reduced safety issues. |
| **Provide employee incentives** | * Reduce turnover * Better productivity. | 4 months | Initiating proper incentives will help in sustaining the employees and come up with compatible results. | 1. Instil motivation among the employees.  2. Assign proper work roles.  3. Develop motivation and trust for the people. |
| **Initiate training programs** | * Improved operational activity * Better experiences on the job. | 6 months | The company needs to develop training programs for more experienced supervisors to clock in. | 1. Complete warm up exercises.  2. Review model specifications and instructions.  3. Participate in group warm up exercises. |

**Figure 1: Action Plan**

# Conclusion:

Therefore it can be concluded from the study that Tessei has reached onto being one of the most complex operations in the earth. To be successful, Tessei had represented having difficulties from unfavourable career histories ending up unintentionally as he had. This implies that by focusing on the problems and causes of Tessei, proper work functions needs to be monitored. By recruiting talented and motivated individuals, Tessei can find it difficult to consider cleaning from an unfavourable career history. Recruiting talented workers can lead to employees speaking on their experiences for demanding cleanliness on time.

**References**

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