**ASSESSMENT – 2**

**SOLUTION PLAN**

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**SUJECT: FOUNDATIONS OF INFORMATION SYSTEM (MIS500)**

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10. **Introduction**

**Latureae** is one of the wellness and Health Company providing wellness to every individual, which was established in the year 2000. The main motive of the company is to bring the better health and wellness in future. Having an in depth knowledge regarding the vitamins, minerals, nutrients and herbs, as it strives to get their services and products by delivering a natural approach towards health.

1. **Issues faced by Latureae:**

Based on their operational objectives the company is trying to reduce its employee turnover which is one of the important issue in any kind of business as it effects on the company productivity.

Whereas the other issue the Latureae is facing is redevelopment of the data management to advance the company 5 years ahead in the future.

1. **Agile methodology:**

It is a process of breaking down the project into various stages having a constant interaction between the stakeholders and the team with effective improvements and repetition of the procedure at a particular stage to have a better and improved product. The methodology starts with the clients based on the end product and the solutions for the problems that arise within the project which involves the team planning, evaluation and execution making respectable changes within the product so that it can fit based on the customer needs ("What is Agile Methodology in Project Management?", 2019).

1. **Agile Principles:**

The basic principles of Agile include:

**Customer satisfaction based on constant and early delivery:**

Customer satisfaction is an important aspect which can be done by giving the early delivery of the product and also the solutions that solves the problem of the users. This can be done by minimizing the amount of time spent on the each phase of the project and by reducing the activities based on client satisfaction.

**Change in requirements during the process of product lifecycle:**

Agile methodology usually provides flexibility within the product development cycle in comparison to other methodologies even if it causes a delay in the process of development. This leads to have a better satisfaction and competitive advantage from the end of the customer.

**Constant delivery of working software:**

This methodology usually focuses on development rather than planning and documentation. Making the project to get completed before the project deadlines.

**Effective interaction between the business stakeholders and the developers:**

There must be a proper interaction between the stakeholders and the developers to achieve the product success. This can be done by using various programs and management software if there is no possibility of same place meeting (Hasan, 2019).

**Building projects based on the motivated individuals:**

In agile methodology the project is based on no micromanagement. Every team member is self-directed and reliant. The manager should try to place the right people within the project and must have a trust and should provide them with necessary things to complete their goals within specified time frame.

**Working product:**

The main aspect of the agile team is to provide the customer with the working software, if this not happens all the factors like the number of hours that took for the software development and bugs fixation becomes irrelevant.

**Good design and technical excellence:**

For having a success in the product development the two factors, technical and good design plays an important role. The refining of the product cycle can be done by iteration and by using the tools can help in speeding up the process by not compromising on the quality of the product.

**Teams organize their own requirements and design:**

As mentioned earlier the agile team develops their own design and requirement with any proper interference of the manager. They clear their own problem that might be encountered during the product life cycle.

**Adjustments and reflection at regular intervals of time:**

An agile team constantly regulates their way of working and tries to work on how to be more productive. Team should analyze the issue in regards to each other and should take any necessary actions for process improvement.

**Simplicity:**

The agile methodology during managing the projects strives to keep things simple and time reduction from documentation to project completion. This can be done by having a record of all the member of team on time that they have spent working on it which can be done by using the management software’s("The 12 Agile Principles: What Are They and Do They Still Matter? - Plutora", 2019).

1. **Issues faced by Latureae:**

**Employee turnover:**

Employee turnover is the number of employees leaving the organization in a specified timeframe. Employee turnover is categorized in two types

**Voluntary turnover:**

In this type the employee chooses to leave the organization on its own might be because of the better job opportunities or disengagement etc.

**Involuntary turnover:**

In this type the employee might be expelled by the employer itself because of poor job performance or other reasons ("What is Employee Turnover? | BambooHR", 2019).

As employees are the back bone of any organization and their leaving might affect the organization. It leads to overall decrease in the performance as there is no time to in training the new employee who can take over the job which in turn might affect the whole team. This might also affect the customer relationship leaving the doubts behind. It may also lead to have increased in cost of training the new employees, paying the previous employees. Higher the attrition rate might also lead to have a negative impact on the brand of the organization("Employee Attrition or Turnover

**Most of the agile organizations following to reduce their employee turnover rate:**

**Making employee to have control over their objectives:**

Most of the companies try to put more power in their employee’s hands. This makes them more independent on setting out their goals and making them feel like they are the valuable member of the team making them less interested in leaving the organization to their competitor.

**Software based on performance management:**

Tracking the progress, training and objectives of the employees of the huge companies might be difficult enough. So to get through this issue the software has been used to make use of the agile processes and make sure to keep their employees engaged within the project and make them more productive.

**Providing the training:**

Training should begin when the employee has been recruited so that it can make the employee feel capable and have confident in carrying out their roles. According to research 40% of employees who receive insufficient training are found to leave the job in their first year itself.

**Feedback culture and discussions based on performance:**

Performance discussion which are been conducted yearly are found out not much productive than the companies who have introduced check in quarterly have found much decrease in the attrition rate of voluntary turnover ("How Agile Organisations Avoid High Turnover", 2019).

1. **Plan for reducing the employee turnover rate:**

**Latureae** is trying out to reduce the employee turnover rate by 25% which is not a good level of attrition which might affect the organization.

This can be solved by using the **Check in** process rather than using performance appraisals. Managers and employees must undergo a meet to carry out check in process where the discussion is been carried out every quarter which must include three topics.

1. Expectation
2. Feedback
3. Growth and development

Discussing about growth and development between the staff and managers might help to talk about the staff’s opportunities. Managers might help in assessing their employees in growing their additional skills, knowledge and ability which might help them in the future. By discussing about the growth and development of the employees might help both manager and staff to brainstorm about their goals and how to align them with the company’s strategy. The most important part of this method might help the employees to own their development and career plan and enhancing their empowerment towards growth.

This method was followed by the company called **Adobe**, which worked brilliantly at that time. It assisted the employees by giving the information regarding the performance improvement. As a result of this method adobe experience a reduction of 30% employee turnover rate and increase of about 50% involuntary attrition. So that people who do not meet the expectations are been directly dealt and cannot hide themselves until the next performance review ("How Adobe Scrapped Its Performance Review System And Why It Worked", 2019).

1. **Plan for redeveloping data management:**

Data management is process of storing, acquiring, processing and validating of the data from various resources and ensuring the reliability and accessibility of data to its respective users ("NGDATA | What is Data Management?", 2019).

**Latureae** can improve their data management issue by **outsourcing** data management to carry out their operations and also reduction in their cost.

The steps involved in outsourcing are:

**Informing the own staff:**

When once the decision has been made in regards to outsourcing, the decision has to be shared with the existing team. Ensuring the existing team to share vision and ideas with the outsourced team which might help them in their daily task.

**Identification of task that has to be outsourced:**

Once the decision has been made for outsourcing then task which is time consuming, highly reputable should be identified and outsourced providing existing team to work on for task that generates revenue.

**Engaging a supplier for outsourcing:**

Having a right outsourcing team is must for a company success. One must have to understand what they are expecting from the providers or any kind of risk, this can be possible by being familiar with the business processing outsourcing.

**Training plan:**

The outsourced team has to be trained much effectively. The training goals have to be explained clearly and how they are going to be delivered.

**Growing the team:**

When once the outsourcing gives the benefit to the company. The other opportunities where outsourcing can be done are looked for which helps in better customer service or also a marketing tactic (Engelmann, 2019).

One of the major company called Apple has outsourced its production to the Foxconn group. The company has handled the production and also met the production deadlines by taking care of the apples aesthetic value. They combine the aluminum with frictional heat and surfaced the metal using anodization process ("Foxconn, Apple and the partnership that changed the tech sector", 2019).

1. **Conclusion:**

The above report usually discusses about the Latureae and also the issues it is facing. The agile methodology has been discussed along with its principles within the report itself. The issue of the employee turnover has been described briefly including its solution plan of utilizing the check in process respectively. It also shows how the check in plan was functioned much effectively within the biggest tech geek called adobe. Whereas the other issue which includes the redevelopment of the data management using the method of outsourcing which was found to be more efficient and cost effectiveness within the organization which was explained by giving example of the company called Apple who has outsourced its production department to the Foxconn company which created a better quality product and achieved the product before the deadline.

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