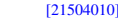
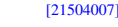
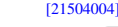
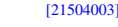


[21504001]



These firms are pioneers in a significant new trend in the corporate world : the rise of what I call corporate due process .
q_dem3-h-h n_x v_ide-p-i n_x p_e-u-i q_i-h-h a_force-p ace-p n_x p_e-u-i q_i-h-h ace-p n_of-x-i _ q_i-h-h n_x p_e-x-i thing:x pron:x v_namee-i-i-i corporate ace-p ace-p n_of-x-i _

[21504018]

Although corporate due process is practiced today in few companies - perhaps 40 to 60 - it is one of the fastest developing trends in industry .
x_e-h-h ace-p ace-p n_of-x-i _ v_e-i-p time_nx p_e-u-i little-few_ace-p n_of-x-i _ _ card-i-i-c p_e-u-i card-i-i-c _ pron:x v_ide-p-i card-i-i-c _ q_i-h-h ace-i v_e-i n_x p_e-u-i n_x _

[21504019]

In the coming decade a majority of people-oriented companies are likely to adopt it .
p_e-u-i q_i-h-h v_e-i n_x q_i-h-h n_of-x-i _ v_e-i-p n_of-x-i _ ace-h _ v_e-i-p pron:x _

[21504020]

Corporate due process appeals to management for a variety of reasons .
ace-p ace-p n_of-x-i v_toe-i-i _ n_x p_e-u-i q_i-h-h n_of-x-i _ n_force-x-i _

[21504022]

It helps to keep out unions .
pron:x v_toe-i-h _ v_oute-i-i _ n_of-x-i _

[21504024]

What must your management team do to establish corporate due process ?
thing:x v_modat-e-h q_i-h-h n_x n_of-x-i v_e-i-p x_e-h-h v_e-i-p ace-p ace-p n_of-x-i _

[21504025]

Here are four key steps :
place_nx _ card-i-i-c n_x n_x _

[21504028]

At Polaroid , the Personnel Policy Planning Committee may hear only about 20 cases a year ; the rest of the many hundreds of complaints are resolved at earlier stages .
p_e-u-i named:x-c _ q_i-h-h named:x-c named:x-c named:x-c named:x-c v_modat-e-h v_e-i-p x_e-u x_e-u card-i-i-c n_of-x-i p_e-u-i n_x _ q_i-h-h n_of-x-i _ q_i-h-h much-many_ace-p x_x-i _ n_x _ v_e-i-p p_e-u-i ace-i n_of-x-i _

[21504029]

At TWA , the System Board of Adjustment hears 50 to 75 cases a year , only a fraction of the complaints brought to personnel specialists .
p_e-u-i named:x-c _ q_i-h-h n_of-x-i n_of-x-i _ n_x v_e-i-p card-i-i-c interval_p_end-i-i-i card-i-i-c n_of-x-i p_e-u-i n_x _ x_e-u q_i-h-h n_of-x-i _ q_i-h-h n_x v_e-i-p-h p_e-u-i n_x n_x _

[21504030]

At Citicorp , the Problem Review Board may hear only 12 or so cases because of personnel 's skill in complaint-resolution .
p_e-u-i named:x-c _ q_i-h-h named:x-c n_of-x-i v_modat-e-h v_e-i-p _ card-i-i-c n_meas:x n_meas:x n_of-x-i p_e-u-i p_e-u-i n_x _ n_x p_e-u-i n_of-x-i _

[21504031]

In a typical year , up to 20 % of the work force goes to personnel specialists with complaints of unfair treatment .
p_e-u-i q_i-h-h a_of-e-p-i n_x _ x_e-u x_e-u card-i-i-c n_of-x p_e-x-i q_i-h-h n_x n_x v_e-i p_e-u-i n_x n_x p_e-u-i n_x p_e-u-i a_toe-p-i n_of-x-i _

[21504032]

In a large company that means many hundreds of complaints for personnel to handle .
p_e-u-i q_i-h-h ace-p n_of-x-i x_x v_e-i-p much-many_ace-p x_x-i _ n_x _ n_x _ v_e-i-p _

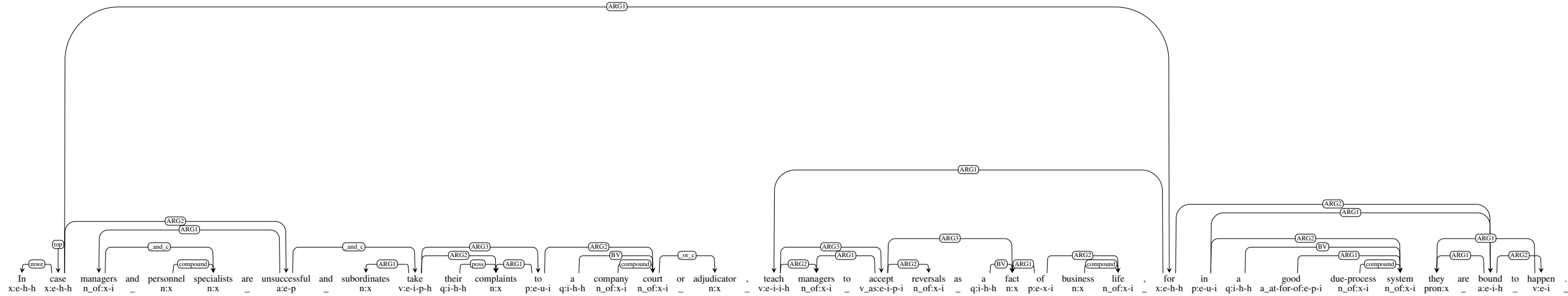
[21504034]

See that they know company personnel policy backwards and forwards , for it is the " law " governing company courts and adjudicators .
v_e-i-h _ pron:x v_e-i-p n_of-x-i n_x n_of-on-x-i p_e-i _ p_e-i _ x_e-h-h pron:x v_ide-p-i q_i-h-h _ n_x _ v_e-i-p n_of-x-i n_of-x-i _ n_x _

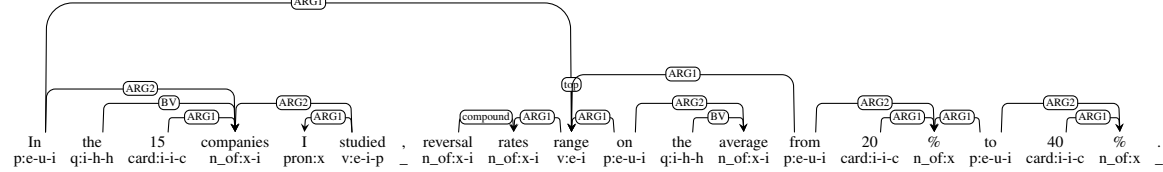
[21504035]

Couch them in handling complaints so that they can resolve problems immediately .
v_e-i-p pron:x p_e-u-i v_e-i-p n_x x_e-h-h x_e-h-h pron:x v_modat-e-h v_e-i-p n_of-x-i ace-e _

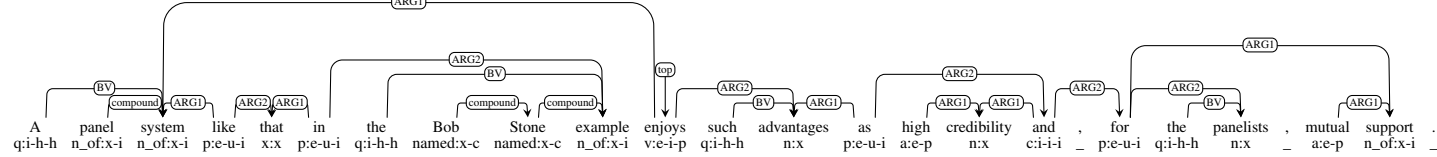
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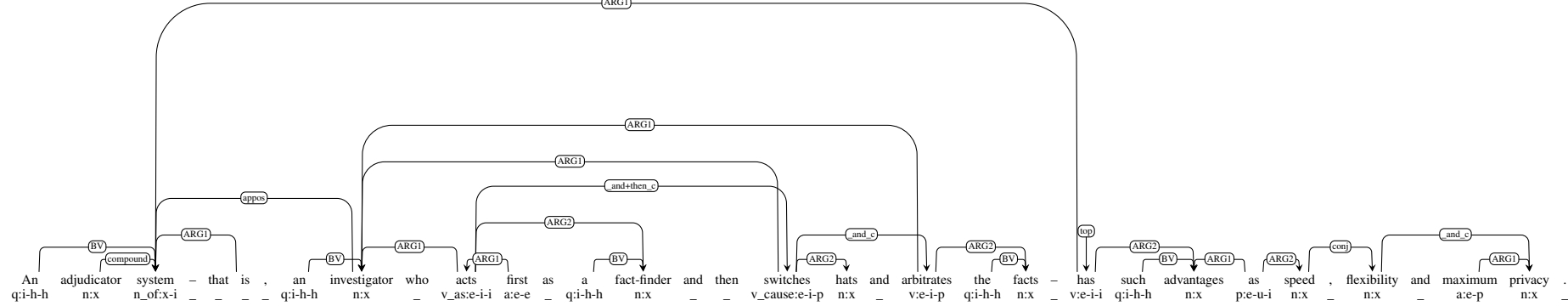
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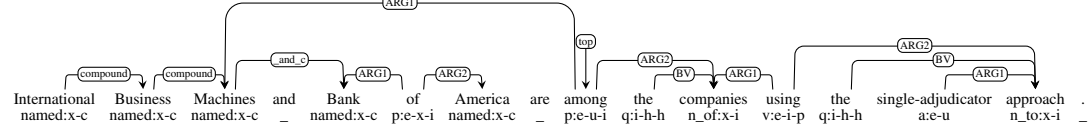
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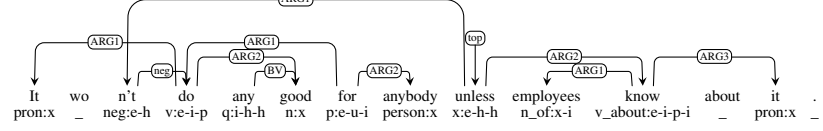
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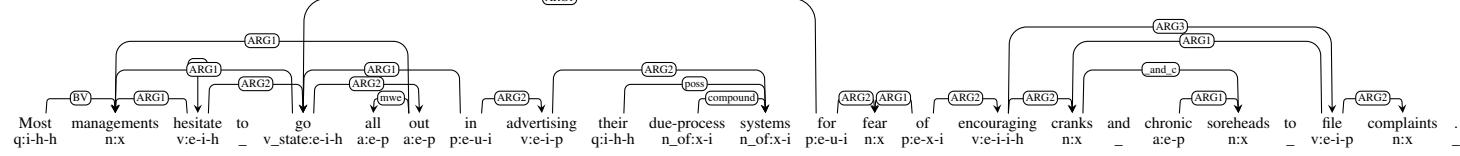
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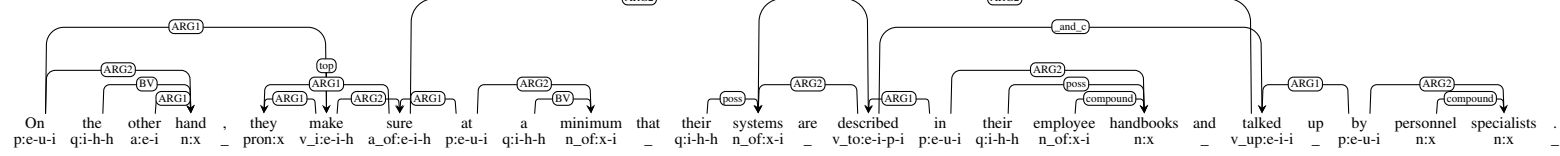
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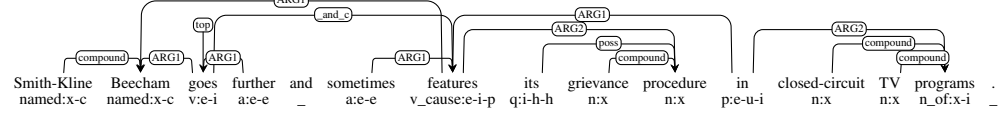
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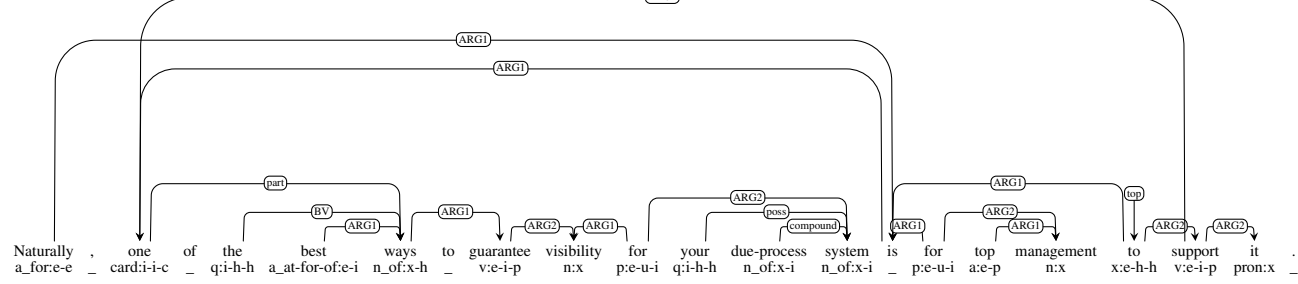
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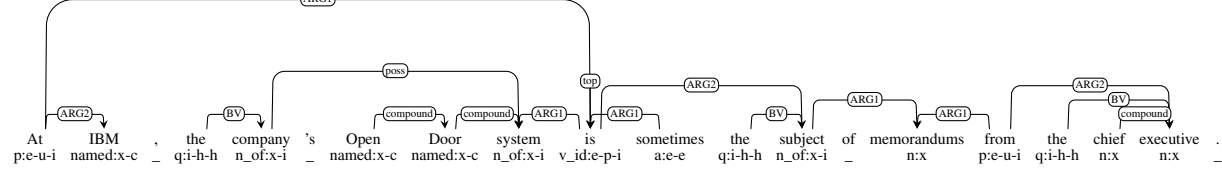
[21504046]



[21504047]



[21504048]



[21504049]

