 01)

1. Planning

* Planning is the foundation pillar of management.
* It is the base upon which all other areas of management are built.

According to this scenario,

* Theresa’s motivation was to fulfill her ambition of having her own business and achieve her dream of creating gourmet chocolates.
* She aimed to create gourmet chocolates enhanced with local produce such as heather honey and locally grown nuts. And she wanted the business to be known as an innovative product.
* Before starting the business, she had spent six months gaining valuable work experience with various chocolate firms in Europe.
* Theresa decided to get in touch Akesh and Hafiz for the future development of the business.

1. Organizing

* The next function of management follows planning and it is about organizing.
* It’s about using the plan to bring together the physical, financial and other available resources and use them to achieve the organizational goal.

According to this scenario,

* Two key appointments from the outset were Akash and Hafiz. Akash was appointed as Head of chocolate development, concept chocolatier, and Hafiz as Chocolate production, Factory manager.

1. Directing

* Directing is the heart of management function.
* All other functions of management such as planning organizing and staffing have no importance without directing.
* Directing is a key element in the process of management.

According to this scenario,

* Hafiz ensured all employees undertook a job development review every four months and were advised on a monthly basis how they were performing.
* Jayachandran was appointed after Amina had established the finances of the business, and Amina had encouraged Hafiz to appoint an assistant with specific responsibility for controlling the quality of supplies.

1. Controlling

* Controlling is the fourth function in the management process.
* Controlling means monitoring employees’ activities, determining whether the organization is moving toward its goals, and making corrections as needed.

According to this scenario,

* Jaychandran was ideally suited to the level of attention required to control the company’s waste and maintain the products’ quality. He kept a detailed record of all activities on the production of chocolates.
* At Chocoholic. the Ruvini and Jaychandran shared the responsibilities of its staff’s recruitment, training and remuneration activities. However, it has come to notice a significant rise in the turnover rate ad-hoc training, issues in pay structures in Chocoholic. After attending a series of seminars, they understood the legal framework requirements and realized this would lost the Chocoholic gravely.

Furthermore, Ruvini and Jaychandran noticed that their supply and waste control are due to these HR activities.

Noticing Ruvini and Jaychandran requests Hafiz and Theresa to recruit a HR manager Minaya Peter.

02)

According to appendix 1, it is **divisional structure**.

* Divisional structure does have its benefits and drawbacks.

Benefits

* These departments allow managers to better focus their resources and results. So managers can manage the company easy and get good output. And also they can control the organization better.
* Divisional structure also makes performance easier to monitor. As a result this structure is flexible and responsive to change.

Drawbacks

* Managers are so specialized, they may waste time duplicating each other’s activities and resources.
* In addition, competition among divisions may develop due to limited resources.

03)

Minaya, If you get this position you should completed these skills

and qualifications.

* Health, Safety, Regulations, Training, Education, Risk assessment, Analysis, Auditing, Inspection, Communication, Corporate Responsibility.

And your job duties are,

* Auditing production, keeping on the lookout for any unsafe behavior or breaks in regulations.
* And you have to creating analytical reports in safety data.
* Finding the best way to prevent future accidents.
* Meeting company health and safety goals.

These are some of your job duties. We added every information about this position in our job description.

04)

There are many critical factors in matching projected labour supply and demand.

* Avoiding a surplus.
* Stop recruitment.
* Transferring excess employees to vacant positions.
* Stop overtime.
* Avoiding shortage.
* Introduce or increase OT.
* Contract work.
* Outsource
* Training and development of employees.
* Assigning of additional responsibilities.
* Invest on automation.

05)

This is the importance of effective recruitment for Chocoholic.

* Familiarity.
* Akesh was appointed as head of chocolate development, concept chocolatier in chocoholic. Akesh had previously trained in Switzerland, working alongside Theresa when she undertook her training. She knew Akesh was a diligent, creative individual and would prove to be an essential part of the team.
* Economy.
* This is a advantage of internal sources of recruitment.
* Ruvini had been with the company since 2001 and been promoted through the team working system in the company.
* Therefore the cost of recruiting employees is minimal.
* New “blood” brings new perspectives.
* This is a advantage of external sources of recruitment.
* Newly appointed Minaya studied the organization for nearly a month and met Theresa to inform the status of Chocoholic in terms of HR operations.

06)

1. Shop and office employees, Act, No 19 of 1954

* Chocoholic employees’ working times, over time work, over time payments.

1. The Factories ordinance, No 45 of 1942

* Part of the quality culture, all staff knew the importance of strict adherence to Health and Safety, food production regulations and keeping waste as low as possible.

1. Employees’ Provident Fun Act, No15 of 1958

* Chocoholic employees’ EPF

1. Employees’ Trust Fund Act, No 46 of 1980

* Chocoholic employees’ ETF

1. Trade Unions Ordinance, No 14 of 1953

07)

* Theresa must be identify notable hazards in Chocoholic.
* And collect relevant safety data
* Record the safety procedures.

08)

* Conducting an Analysis on current ER process
* Assessing the Efficiency of current process and ideas for further improvement.
* Application of best practices.
* Continuous monitoring and reporting.

Related Bibliography

CIPM Handouts and Lecture materials

CIPM lecture presentations.

