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Quality Management: Signing off on a substandard product.

**1. What is the issue?**

The issues, in this case, is if Lauren should go against the company’s protocol

and push the product that did not meet the quality standards, or should

she goes against the management and does not push the product.

**2. Who are the key players (Name 4)**

The key players we have in this case are:

- Lauren

- Immediate boss

- Strategic customer

- General manager

**3. What should Lauren do? What are his alternatives? (List at least 3, and explain each).**

- Neglect the feedbacks from her immediate boss and general manager and not

send the product through.

- Listen to the immediate boss and manager and send the product through even

though the product did not meet the quality standards.

- Try to persuade her immediate boss to not send the product through,

because in case they do they will do a mistake, which can badly affect the

reputation of the company.

**4. What is the best option and why?**

The best option for Lauren is to ignore the feedbacks from her boss and general

manager and do what she is trained to do. If the product does not meet the

requirements, she doesn’t have to send it through, all she has to do is follow the

protocol. Even if her boss and general management may not like her decision she can

always tell that she was following the policy.

In conclusion, the best option is to follow the policy and do not send the product through.

**4. What could be the consequences of his decision?**

The consequences of her decision could affect the relationship with her immediate

boss and she also can loose the chance to get promoted or maybe she can even get

fired.

**5. What ethical system is he using?**

Lauren, in this case, is being duty-driven which she is making her decision based on

clear right and wrong. Doing this decision it will mean she did a right thing based on

the company’s policy and her professional ethic.