Ethics CPE 399

Doing Scenario 2

Q1:  Identify, using any of the Code of Ethics given on the previous page,  what principles this situation violates (be specific )?

Reference ASME.

The first principle this situation violates is II, being honest and impartial and serving with fidelity their clients (including employers) and the public because Catherine is considering lying to either the client. She would be lying to the client if she blamed the failure on a weaker cause. It is also deceptive to the company because while mistakes do happen, assuming this situation happens more that would mean there is something wrong with the way bad batches were being checked which in the long run can hurt the company.

As a new hire one of the fundamental canons this situation violates is #3 (Engineers shall continue their professional development throughout their careers and shall provide opportunities for the professional and ethical development of those engineers under their supervision). This is more so on Catherine’s manager because in my opinion she shouldn’t need to question what to do. I would assume there have been previous situations like this before so how to handle this situation should be easy (not saying it’s the correct or most agreeable way though). The fact that Catherine does question what to do means that she isn’t being provided with a situation to further develop her ethics.

Q2:  Describe what you would tell your supervisor about the situation?

I would tell the supervisor that one of our best customers had 2 bad LCD displays. Then provide a suggestion as to how we can correct the problem and ask what they suggest we do.

Q3:  Describe what you would do in this situation?

Assuming I could quickly talk to a higher up as I’m a new hire, though I doubt it as it may have to go up higher chains of command. I would get the permission needed and paperwork done so that the customer could the LCDs replaced for no additional cost. I would be hesitant to tell them about what was really wrong but just replacing them for free with no explanation would cause questions, so I’d probably tell the customer those two had accidently been sold from a bad batch and apologize. If they are the company’s best customer and this is the first time they’ve had a problem then they would appreciate the honesty and would then be more likely to continue using us. Us replacing the 2 LCDs for no additional cost improves our image because then we’d been known for owning and fixing our mistakes rather than trying to cover them up and have the customer pay the price. It would cost the company to replace them but it would cost the company more I would think later if this became a persistent problem, this way we know we need to check over how bad batches are found and the list or way that the LCDs are picked to be sold to customers.