

A Case Study on Techniques of Scientific Management

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Abstract:

After finishing their BE course of study at the University of Europe, Mr. Ramesh and Mr. Natesh returned home to Bangalore and opened a restaurant. While there are many hygienic and nutritious options available, the partners, who are close friends, wanted Indians to experience the flavor of Western cuisine. The company was somewhat neither successful nor well-liked. Mr. Ramesh was eager to learn why, so he planned to hire a candidate who could assist in uncovering the causes. Spite of numerous calls for advertisements, they were able to identify a limited number of deserving candidates, but because the restaurant was still in its infancy, they were unable to persuade them to work there. Following a thorough search, a manager named Ms. Sandhya, an MBA graduate from a reputable college, was recruited to identify the causes behind the problem. As Sandhya solicited input from customers and employees, she learned that although customers like the food, they were dissatisfied with the lengthy wait time required to complete their orders. She conducted an analysis and discovered that there were several pointless barriers that might be removed. She established a regular time for completing the order. Also, she became aware that some tastes did not have sufficient demand. She also made the decision to discontinue selling such varieties. As a result, within a short period Sandhya was able to attract the customers. The involvement of Mr. Natesh in everyday operations infuriated the staff. Employees took Mr. Ramesh's directions seriously and followed them for the most part; Mr. Natesh's orders were mostly ignored. Many operational problems were being faced by staff, and many were on the point of resigning. Sandhya made sure a solid organizational structure was in place and employed techniques for staff retention.

Questions

1. Identify and explain any two techniques of scientific management used by Sandhya to solve the problem.
2. If you were appointed as manager, what initiatives would you implement to overcome the current situation.
3. Design the organization structure based on the above situation.