

SAMPLE CASE STUDY

Solve the following Case Study as per the guide-lines given at its end.

It is January. You are the regional manager of a chain of stores selling computer equipment and accessories, mainly based on out-of-town retail parks. Following promotion, a new manager has just been appointed to the Preston store which employs 30 staff. The store is currently experiencing a number of challenges which you wish the new manager to address.

Among the store's problems are the following:

- i. A growing absence problem among the store's staff.
- ii. Deterioration in staff morale, largely due to the unpopularity of the previous manager who left suddenly about a month ago.
- iii. Sales have been falling since a rival opened up a store on the same site. It is well known that the rival chain's products are not only cheaper, but much more unreliable.
- iv. The lease on the current property expires in July. The company has an option on a store of similar size on the far side of town. The rent on the alternative store would be cheaper, but it is unlikely that all the current employees would be prepared to transfer to the new store. You need to get your manager to investigate this issue.
- v. The newly-appointed manager, although highly competent as a team manager has admitted that financial management is not his strong point.
- vi. The company has a formal appraisal process for all staff, but the previous manager is known to have neglected this area. As regional manager you wish to address this issue.
- vii. Although many of the in-store employees have long service, there is still a problem in retaining newly-appointed staff. Labour turnover currently stands at 15% although the norm for the retail sector is 10%.
- viii. The company operates an annual employee opinion survey. In the last survey, employees in the Preston store collectively raised concerns over lack of training. You have allocated £10,000 for employee development for the store.
- ix. The telephone bill for the store is twice that of other stores in the chain. Occasional personal calls from the employee rest area are allowed, providing that permission has been given by the store manager.
- x. The manager of the smaller Blackpool store is currently on sick leave and you, the regional manager, have agreed that a suitable temporary replacement will be provided from the Preston branch.

Questions (with guidelines):

Based on the above issues, use the following steps while designing an effective Performance Management System for the new manager at the Preston store:

- a. Define this retail organization's strategic plan. [1M]
- b. Select which you think are the six most appropriate to be included in an annual performance management plan. [1M]
- c. Compile a suitable set of performance objectives for your newly appointed manager at Preston store, complete with measures and timescales. [4M]
- d. Determine how to monitor performance: What will the regional manager do finally? [2M]
- e. Check the performance plan: How will the regional manager appraise the new manager at Preston store? [2M]

Mogen Case Study Solution

Christine A. Gleason, Sandra E Juul



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Case For Cases, The: Teaching With Cases - How To Teach Using The Case Method Philip Zerrillo,2018-08-24
This book is intended to support faculty in designing and conducting case teaching The book is a practical how to guide for faculty setting up and delivering a case based class It can be used by instructors of all levels as it discusses issues such as class culture teaching pace grading board usage etc

The Construction and Dynamics of Cultural Icons Erica Boven,Marieke Winkler,2025-10-01 Departing from the present need for cultural models within the public debate this volume offers a new contribution to the study of cultural icons From the traditional religious icon to the modern mass media icon from the recognizable visual icon to the complex entanglement of image and collective narratives The Construction and Dynamics of Cultural Icons offers an overview of existing theories compares different definitions and proposes a comprehensive view on the icon and the iconic Focusing in particular on the making of iconic representations and their changing social cultural meanings through time scholars from cultural memory studies art history and literary studies present concrete operationalizations of the ways different types of cultural icons can be studied

Robot Dynamic Manipulation Bruno Siciliano,Fabio Ruggiero,2022-03-02 This book collects the main results of the Advanced Grant project RoDyMan funded by the European Research Council As a final demonstrator of the project a pizza maker robot was realized This represents a perfect example of understanding the robot challenge considering every inexperienced person s difficulty preparing a pizza Through RoDyMan the opportunity was to merge all the acquired competencies in advancing the state of the art in nonprehensile dynamic manipulation which is the most complex manipulation task considering deformable objects This volume is intended to present Ph D students and postgraduates working on deformable object perception and robot manipulation control the results achieved within RoDyMan and propose cause for reflection of future developments The RoDyMan project culminating with this book is meant as a tribute to Naples the hosting city of the project an avant garde city in robotics technology automation gastronomy and art culture

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English Mechanic and World of Science ,1887 Dissertation Abstracts International ,1970

California State Journal of Medicine ,1915 English Mechanic and Mirror of Science and Art ,1888 **Avery's Diseases of the Newborn E-Book** Christine A. Gleason,Sherin Devaskar,2011-08-12 Avery s Diseases of the Newborn

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Journal of the American Medical Association ,1914 *Factory and Industrial Management* John Robertson Dunlap,Arthur Van Vliissingen,John Michael Carmody,1930

Avery's Diseases of the Newborn: First South Asia Edition-E-Book Christine A. Gleason,Sandra E Juul,2018-05-23 Covering the evaluation and management of every key disease and condition affecting newborns Avery's Diseases of the Newborn by Drs Christine A Gleason and Sandra E Juul remains your 1 source for practical clinically relevant information in this fast changing field You'll find the specific strategies you need to confidently diagnose and treat this unique patient population easy to use single volume that focuses on key areas of practice Now in a thoroughly revised first South Asia Edition this highly respected reference is an authoritative clinical resource for neonatal practitioners Provides up to date information on every aspect of newborn evaluation and management in a new visually improved format featuring more than 500 all new illustrations integrated within each chapter Includes greatly expanded Neurology and Hematology sections that highlight the knowledge and expertise of new co editor Dr Sandra E Juul Features all new chapters on Palliative Care Gastroesophageal Reflux Platelet Disorders Transfusion Therapy Hypertension and The Ear and Hearing Disorders as well as expanded coverage of brain injury and neuroprotective strategies in the preterm and term infant Contains new Key Points boxes at the beginning of every chapter Brings you up to date on current topics such as the evolving epidemic of neonatal abstinence syndrome and the new clinical uses of ultrasound

Scientific American ,1898

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