

Unit 26: Managing Business Information

D1: Recommend how a selected organisation could improve the quality of its business information to support decision making

The bakery for example, could use several different methods to improve the quality of their business information in order to support their decision making. I will view several aspects of the business, those being staff information, payroll, customer research, stock information, and promotions, and will show different ways in which the quality of the information can be increased, whilst also contributing different formats in which this information can be shown, to give the greatest amount of detail to support decision making in the organisation.

Staff Information

Firstly, in terms of staff information, the bakery needs to review current performance of all their employees in their payroll, so for example, if there were any internal disputes, HR would have to manage this and they would offer solutions to the employees involved. HR many also involve training, so for example, if the government requires more health and safety training (as stated above), then HR would have to ensure that the employees receive the correct training, so they would be able to function in the workplace safely. To increase the quality of this information for HR, I would suggest that for any disputes, the HR team should log any internal disputes with far more information, as this would affect future decisions, so they could log the possible cause of the incident, the incident itself, as well as how the situation was managed and resolved, so then for future references, they can have better decision making relating to internal incidents, so therefore they can avoid these disputes in the future, and as a result, this will lead to a much happier workforce in the future.

Moreover, for the staff training, you could have a more detailed log, so instead of showing that someone has just completed the training and ticking a box, you show where people did well in the staff training and where they may have struggled, so therefore you can get an idea of their strengths and weaknesses, so therefore you can tailor their work throughout their day to what they are good at for two reasons, as you then maximise your workforce, but also when you get people to do what they're good at, they enjoy their work more, which leads to a happier work environment. So for example, if in the customer training for example, some of the staff excel in the training, then the management may tweak their role to make sure they are interacting with customers more in the bakery, but putting them on the till more often.

The format of both these pieces of information would be in the style of an in-depth report, whereby the store manager could then read in detail both about the dispute, cause, effect,