

Instructions (you will write your response on the template provided below):

The C. T. Bauer College of Business has identified written communication and ethical reasoning as major learning outcomes for all of the undergraduate degree programs. This Business Writing Evaluation uses ethical reasoning as the basis for a writing assignment that will be used to evaluate your competency in written communication.

The Bauer Code of Ethics and Professional Conduct stresses honesty, respect, accountability, and integrity. Keep those principles in mind as a general basis for considering and responding to the ethics mini-case below. You are expected to make and communicate a decision to a specified audience in an appropriate manner.

Using the template file provided, write the correspondence as required. The well-organized correspondence should be between one and two pages in length.

The correspondence will be evaluated based on overall clarity, the quality of the ideas generated, and the professionalism of the presentation (including conforming to conventions for standard English usage).

INSERT PLATFORM-SPECIFIC INSTRUCTIONS HERE

You are Alan in the following scenario:

MINICASE: MGMT - 13 BUSINESS ETHICS PROGRAM

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Mutiny in the Manufacturing Department

Topic: Labor Relations

Characters: Alan, a lead supervisor in a manufacturing department
Bob, an inexperienced group supervisor, directly under Alan
Coot, a veteran employee within Bob's group

Alan, a lead supervisor in the manufacturing department, has just received word of an altercation between one of his junior supervisors, Bob, a recent college graduate, and Coot, a veteran machine operator.

Bob's group had been working on an order for a major customer. Bob had set up a work schedule and job assignments which Coot, through experience, knew would not get the order out on time. Coot suggested a different sequence which Bob dismissed without discussion. The group began the order using Bob's setup, but Coot switched everyone over the minute Bob left the area. The order was finished, on time, without further incident. Bob later discovered the "mutiny," however, and had a loud confrontation with Coot in front of the entire group.

Alan has reviewed the two work schedules and, indeed, Bob's assignments would not have gotten the order out on time. Since the customer uses a Just-in-Time inventory system, such a slip-up would probably have cost Alan's company any future business with the customer. On the other hand, Alan knows that a failure to support Bob will cause an immediate loss of credibility throughout the entire department. Bob needs the freedom to make his own mistakes if he is to develop and gain experience, but at what cost to the customer?

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Alan is pleased the order was completed on time but knows the situation could lead to more problems in the future. Before Alan has a chance to address the issues concerning him, he receives the following email from Coot.

From: "Coot"
To: "Alan"
CC: "Bob"
Subject: Questions for Management

Dear Alan,

Let me begin by saying that I respect the hierarchy of our company and understand what it takes for us to be successful. However, I have a few concerns regarding our responsibilities and goals. If you would please address the following questions it would help my understanding of our department as it is currently arranged.

1. As a lead supervisor in the manufacturing department, what is your responsibility to the customer?
2. Does it make sense to potentially hurt our reputation in the eye of our customer in favor of giving Bob experience and developing his abilities?
3. Do I have a duty to use my experience in order to accomplish the company's goals? Does this interfere with your long-term goals for Bob's managerial development?

Thank you for taking the time to address these issues as we strive to make our department as productive as possible.

Coot

Machine Operator

In a formal email, please respond to Coot's inquiries. Your goal should be to establish harmony in the department while also addressing Coot's concerns. Remember that while you are responding to Coot, Bob is also copied on the email. Use the template below to write your response.

From: "Alan"
To: "Coot"
CC: "Bob"
Subject: Re: Questions for Management
