

## Question 25. Business Report.

Start here.

2012 HSC - Business Studies

Band 2/3

Sample 1 Question 25

### Sunshine Fruit Juices.

Sunshine Fruit Juices is a well established company which supplies bottled juice to countries such as Asia and North America, supermarket chains are the main target of the business.

A whole of 100 employees work in the Queensland factory, I myself being one of those 100 fellow employees. Lately an increase in industrial disputes has occurred due to a number of recent workplace accidents therefore resulting in workers demanding an increase in our salary wages.

Other major incidents are occurring in the operations department as customers have been complaining that the product has been damaged and many bottles have been wrongly labelled.

This report is concerning these issues and recommendations that could be implemented for human resources and operations management to further improve Sunshine ~~Juices~~ Fruit Juices business performance.

Firstly to be addressed is the safety and well being of all 100 employees; due to the increase in workplace accidents a ~~sign~~ sign is being ~~developed~~ developed of OHS procedures not being properly carried out. The human resources team should aim to develop ~~new~~ new and improved safety procedures to ensure safety to all whom enter the factory. Such

procedures could consist of all individuals to be assessed on their skills and working procedures, all employees should undergo training and manufacturing processes. This allowing safety and skills to be refreshed and seen as the company's no.1 priority, if more training is provided less incidents should occur allowing less workplace disputes. All machinery and operations equipment should also undergo a series of safety checks and could even be updated.

To address the issue of the demand for higher wages HR should organise a work meeting to go over guidelines and pay advice. To ensure all staff that they are being correctly paid and if the training improves the quality of the product which results in more distribution of the product then wages "may or could be increased".

As for the quality of the product, this would fall under operations management. Operations department needs to ~~ensure~~ ensure that all outputs meet its expectations, if all merchandise is checked before distribution occurs then there should be less issues with customer complaints. If all goes good in the factory with the quality of product then it should also be checked again when it arrives on Asian & North American soil. Therefore allowing

2012 HSC - Business Studies  
Band 2/3  
Sample Question 25

Additional writing space on back page.



the business to see if the product is getting tampered with while exporting process occurs.

2012 HSC - Business Studies  
Band 2/3  
Sample 1 Question 25

Through the use of new training and product checks Sunshine Fruit Juices should see a development in happy customers and employees. This will allow the business to grow and gain profits on a larger scale.



⇐ Tick this box if you have continued this answer in another writing booklet.

