



GO Global Organization  
Design Society



Readings in Global Organization Design  
2005 Conference Proceedings

[Assessment Exercise](#)

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Article #05-08-08-S4-1

# School Solutions

- Bob

I would like to see (A) more contact between the (B) Sales Manager *and* (C) the clients. (B+C cumulative, classes)

The sales reps do what they can, but *if* the Sales Manager were to (D) visit occasionally, I think *that would* → (E) send a message to our clients that they are important. (D→E declarative, it takes three to be serial)

*And* (?) we get a lot of complaints about late deliveries.

We need to (F) fix that. (A+F cumulative (?)) It (G) makes the sales reps look bad, *and* it (H) angers the clients. (G+H cumulative).

It's a lose-lose. (declarative)

(Bob: Three cumulative, no evidence of higher, mid stratum 2, roles with time span of 6 to 9 months)

# School Solutions

- Joe

Where do I start? We need to try some new things, be innovative. (declaritive)

I think we need to separate the sales people from the account managers. (declaritive)

The (A) people who are good at maintaining relationships are not necessarily (B) good at finding new customers. (declaritive)

I like the challenge of (C) finding new customers *and* (D) seeing them through their first few sales, but *then* → I'm ready to move on to find (E) more new customers.  
(C+D → E cumulative)

That's where the challenge is. (declaritive)

We have (F) other people who enjoying hand holding our customers. (declaritive)

We should let them do that. (declaritive)

I think they are two different personality types. (declaritive)

(G) Asking someone to do both → (H) adds stress when they are working on the side they are not comfortable with. *So if we* → (I) separate the two tasks into two jobs, *people will be able to* → (K) spend 100 % of their time doing what they are good at and enjoy.  
(G→H→I→K serial).

(Joe: mid stratum 3, roles with time span around 18 months)

# School Solutions

- Rosa

Well, we should ask them what we can be doing better. (declaritive)

It's important that they know we care. (declaritive)

We need to train our representatives on how to offer exceptional customer service. (declaritive)

Make it a part of their visit procedures. (declaritive)

Treating customers (A) like family is what I do *to make sure* → they are (B) happy, *and (?)*

(C) my customers always say I give good customer service. (declaritive. or possibly, A→B+C is cumulative. )

(Rosa: Mid to high stratum 1, time span approaching three months.)

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Promoting among existing users increased awareness, understanding and skilled knowledge in applying concepts of Levels of Work Complexity, Levels of Human Capability, Accountability, and other concepts included in Requisite Organization and/or Stratified Systems Theory.

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