Formative Assessment 20

Discuss what you think the above definition means.

In the workplace it means that the activities of employees, sections and departments affect each other and therefore also influence the obtaining of the goals and objectives of the organisation.

* If the finance section does not pay salaries on time, workers become unhappy and do not work to maximum capacity.
* If the different departments do not let finance know what the overtime hours were, employees will not be paid for overtime.
* If employees do not check their overtime records and hand to the supervisor on time, the department does not have the information required to give to the finance department.
* If the purchasing department does not order the correct raw materials on time, the production department cannot continue working and cannot meet their deadlines.
* If the production department or stores does not let purchasing know what is required until it is too late, purchasing cannot order the required materials for delivery on time.
* If the employee responsible for advising his supervisor that the stock of raw materials is running low, the supervisor cannot advise purchasing to order new stock.
* If the production department does not get the products out on time, sales cannot get orders out to the clients and clients can cancel their orders.
* If clients do not place orders anymore, there is no money coming into the business and then the business is in trouble.
* If the stationery department does not order photo copy paper or fax paper, nobody can make photo copies or send and receive faxes.
* If the person who used the last photo copy paper or inserted the last fax paper into the fax machine does not advise stationery department that the paper is finished, the stationery department will not know that they have to order more paper.

And so the list goes on and on and on of all the things that can go wrong because ONE PERSON did not do what he/she was supposed to do.

One of the main tasks of a first line manager is to ensure that he applies the coordinating function in his section in such a manner that his section runs smoothly at all times and that information is communicated to other departments in time so that those departments can run smoothly. The supervisor must also ensure that he gets the information he requires for the smooth running of his department from his employees and also from the other departments.

At any give time, a supervisor will work together with supervisors and managers of more than one other section and department. He will also coordinate the efforts of all the employees that fall under his control at the same time.