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Article Critique #1

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Ten Simple Principles for Treating Employees as Assets

This is an article that explains several principles a company can implement in terms of treating its employees as assets. I think these principles make a lot of sense and serve as a starting point for any type of company, regardless of the type of industry. I agree that companies should be truthful and upfront with their employees, as well as, the customers they serve. Mistakes or possible downsizing because of revenue shortfalls should not be sugar-coated. If a mistake is made, for example, a company should own up to it. This not only shows good character to the outside world, it ensures employees that they are working for an honest company.

I also agree that all employees, regardless of their rank, should be included in key decisions and planning, and that making suggestions for improvement should be a task that even frontline workers should share in. Especially since the frontline workers are the ones who have the most contact with external customers. Companies need to realize that the way they treat their frontline employees will reflect onto their external customers. Therefore, these employees are just as important as managers and supervisors.

While I agree that listening to your employees' concerns can encourage their best thinking, asking them what they think will encourage it even more. Employees who feel that they are important to the company they work for, will usually strive for excellence when performing their jobs. Also, giving the responsibility of implementing improvements to employees who suggest them is not only appropriate because that person wants the change to happen, it shows that particular employee that the company values his or her opinion.

Communication among all employees is essential and each employee must be made to understand that it takes all positions for the business to succeed. This article explains that you should communicate to your employees that it is their responsibility to improve their jobs and quality, and then provide management with the support needed to implement these improvements. While I think this is good, I think it would be better if it was everyone's responsibility to help each other in terms of job and quality improvement.

The bottom line here is that all employees are important, regardless of the positions they hold, and they should be treated as such. All companies, regardless of type, need to realize this and implement process improvement initiatives. Empowered employees make for happy employees who like coming to work, which in turn, helps in the overall success of a business.