­­­­­\_\_\_\_\_\_\_The Management Team

**Management goals**

At Rapid Repairs we shall strive to successfully accomplish the functions of management. We realize the importance of the functions of management and have studied the various kinds of strategies fit for each function. Firstly, Rapid Repairs plans to use two kinds of planning strategies in our business. We shall begin with having strategic planning in order to have our plans to cover all topics company wide, and establish our overall objectives. More importantly, strategic planning allows Rapid Repairs to be organized with relation to its environment. This is critical for a new company such as ours to adapt. Secondly, since Rapid Repairs cherishes individual training so much we shall have operational planning as well. This way there can be plans that would be specific enough to describe how every small task shall be accomplished. This would be a blue print for when we hire new employees.

Organizing is also a critical part of management. After intense analysis of this function of management, we have decided to go with the functional organizing. This method of organization is very effective for our company as it gives specific departments of a business to respective personnel’s. It is especially effective for our business as we are beginning with four members of our company. These members are basically owners of the company but not legally. Being at this high position it would be fitting to organize the business so we would have a manager for all of the business functions (i.e. Accountant, Human Resources, Marketing, and Project Manager). At Rapid Repairs we are confident that this method of organizing will be successful.

Directing being the first crucial step towards work is critical and is seen as being a very important step of success at Rapid Repairs. It consists of both leading and motivating. We hope to be successful in both aspects of directing. In leading we shall be democratic and allow our employees to interact with us about their success and failures. In motivating we shall be externally motivating with the use of incentives, etc. This is in order to make our employees ACT! We wish for them to be lucrative and productive.

Lastly, the fourth function of management is controlling and evaluating. This is much like sharpening the blade after a sword fight. You see where you went wrong and fix it for the next time. We strive to amend and loose ends we feel are bringing the company down in customer satisfaction or employee satisfaction. We hope to hold a company meeting at the end of our fiscal year to analyze as a group how our performance is going and if it is going according to our original plans we had made when planning and organizing the company. If we are not having them met, we shall evaluate the reasons why they are not. Then of course the entire cycle of the functions of management starts again at that point.

**Organizational structure**

The organizational structure of Rapid Repairs is composed of the four members directing all our work. Our entire company’s value is based on speed and reliability in our services. Our company’s pay structure is according to which employees performed what type of a job. If two people attend one job it is an equal 50-50 split. When all are at one job it is a 25% split within each other.

**Ownership structure**

Rapid Repairs does not have a very strict ownership structure as it is only composed of four permanent members. Legally only Nikhile Pankaj Mookerji is entitled as the owner of the company, but in reality it is totally shared 25% between the four employees (Nikhile, Mandheer, Jesse, and Vaishali). During recruitment of new employees, there will be no change in our ownership system. Employees are going to be paid according to the work they can accomplish. We do not plan to promote them to higher positions in our company as of yet.

**Leadership and motivational approach**

The leadership and motivational approach at Rapid Repairs will be traditional. We will base our approaches on methods that have proved to work in the past using resources such as mentors and books to give us the best approaches for leadership and motivation. For instance, for leadership approaches we plan to have one on one session’s with our future employees to tell them about how everything is done in specific tasks. We have studied survey polls which claim written manuals for specific tasks are not as effective as practical approaches. Leadership at the beginning stages is critical. As any businessmen would know, the real strength of a business starts at its base. Believing in just that belief Rapid Repairs is dedicated to make the first few weeks of a new employee a great motivation for the future, and effective. Our leadership approach will basically remain democratic. It is not autocratic or permissive as it would either be too controlling or not very controlling at all. In a democratic form of leadership we can allow the employees to give us feedback on how our instructions were fulfilled. If we find a lack of motivation through this process of interaction, we can increase incentives. Our motivational approaches will be obviously external initially as we really cannot go inside an employee’s head and ask them to motivate themselves. However, we hope by giving them awards and individual appreciations in front of others we can hopefully lead to internal motivation. We hope by seeing how we reward our best employees for their work, the others can feel a burst of motivation from within themselves to try harder and become like the best. We hope to give incentives such as bonuses for best customer satisfaction of the month and trophies for best handyman of the year.