FLOWCHART

Cause1:
The products which customers buy are broken.
Cause2:
The new marketing staff gives wrong information to the customers.

Problem:
Customers' Complaints at Maxindo computer shop.

Effect1:
Customers will be unhappy about Maxindo.
Effect2:
The business of the shop will not be successful.

Potential Negative Effects:
1. Maxindo must have a budget to provide good quality products because the products are expensive.
2. Customers with limited budget cannot buy the expensive products.

Potential Solution I:
Maxindo should stock their shop with good quality products.

Potential Positive Effects:
1. Good quality products rarely have problems.
2. Stocking the shop with good quality products can avoid the risk of receiving complaints of broken products.

Potential Negative Effects:
1. Waste the new marketing staff's time to hold training.
2. Supervisor's working hours will be interrupted during the training because he/she has to control the new marketing staff during the training time.

Potential Solution II:
Supervisor of Maxindo should give training to new marketing staff at least once a week when the marketing staff starts to work there.

Potential Positive Effects:
1. New marketing staff can develop their skills before starts to work there.

Potential Negative Effects:
1. The feedback does not guarantee a positive effect on future performance.

Potential Solution III:
Supervisor of Maxindo should give a regular performance feedback to new marketing staff about their job performance.

Potential Positive Effects:
1. New marketing can improve his/her performance from the feedback.

Chosen Solution:
Potential Solution I & II
Maxindo should stock their shop with good quality products and the supervisor of Maxindo should give training to new marketing staff at least once a week when the new marketing staff starts to work there.