

recognition of customers who may use discount cards, and empowerment as customers may receive services for free if they are dissatisfied for any reason.

Since TAS has 32 stores, it is important to standardize its performance processes. In particular, employee reviews, a reward system, vehicle diagnostics, inventory management, and marketing processes may be listed. The importance of the first two processes refers to a fair system of checks and rewards for performance. The process of vehicle diagnostics should be standardized to ensure that employees properly follow all the milestones of the work. The last two processes are essential for attracting and keeping customers loyal to the company.

The survey data analysis shows that there is an issue of communication between customers and mechanics (Collier & Evans, 2017). It is recommended to improve the hiring process to choose customer-friendly employees, while current mechanics should be trained on how to interact with customers. Also, one more improvement opportunity that should be noted is a reward system based on remuneration and non-financial incentives that should be developed to stimulate employees to work better.

Conclusion

TAS is an auto service company that has a lot of benefits compared to its competitors. A wide range of services and products, the speed of work, and the waiting area are the main advantages, while the interaction with customers is a problem. Therefore, the company's CEO should pay attention to training employees on proper interaction skills and hiring customer-friendly employees, which should be accompanied by a specific reward system with a focus on communication.

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Collier, D. A., & Evans, J. R. (2017). *OM6: Operations + supply management*. Boston, MA: Cengage Learning.

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By this book you can understand the IT skill for IT system engineer and IT system developer IT project manager The IT skill is the one which becomes the core competence and the advantage and the competitiveness of IT human resources and this book provides the skill and the knowledge of the empowerment which is indispensable to leap It adopts the composition which aimed at this manual s arranging the case study of the appropriate theme everywhere to polish the skill of the practicing empowerment and attempting to strengthen the system thinking power to think of personally in the approach Moreover it organizes an indispensable knowledge corner and it takes up and it is introducing the basic knowledge which is indispensable for the reader who aims to grow as IT human resources in the communication ability and the basics of the bargaining ability too Here let s introduce contents in each chapter Chapter 1 the outside and the internal environment and the skill to surround IT human resources you can clarify the road map and the skill of IT engineer It explores about the needs of the company and BSC of IT engineer and the SWOT analysis the excellence career path and IT skill the self innovation of IT engineer the global standard of the becoming information oriented Chapter 2 exploring core competence in the becoming information oriented process you can understand the basics of the becoming information oriented process Almost it clarifies project management ability It sees in detail about the corresponding competence of the becoming information oriented which consists of the management strategy planning and promotion process the becoming information oriented strategy planning and promotion process systematization promotion process operations management process Chapter 3 exploring core competence with the ability axis you can clear up the IT engineer ability to lead a system to the success It introduces the seven diamond rule of the system thinking at the ability axis of IT engineer and you can understand the illustration expressive power which is indispensable for IT engineer Moreover it explores about the embodiment of the information control power and the communication the team working and the leadership the bargaining ability and the client needs Chapter 4 the practice of the core competence you can practice the IT system design Almost it introduces the point of the operation management of the manufacture the circulation the sale and each administration genre which consists of physical distribution which designs after understanding the basic design of the IT system and the operation management including the systematic approach Chapter 5 the mission you can understand the mission of IT engineer It considers about the macro and the micro viewpoint the power of the digital organization and the intangible assets becoming information oriented innovating of business management the corporate culture and the conflict of the becoming information oriented the risk management and the becoming information oriented It expects that above composition can utilize as the initiation book of the

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