

Legal Advice

This process seems to be of high strategic importance to CT bcos majority of the customer choose CT due to its ability to comply with stringent and emerging legislation. Compliance with the legislation is a complex and dynamic process bcos of the changing nature of the legislation. Besides that, the legal legislation involve potential effect of employment, tax and health and safety legislation thus its a complex process.

Thus, it would be a good idea for CT to engage a full time legal expert bcos it will enable CT to save on cost when the legislation changes they dont need to keep getting the legal consultancy for advice.

However, given that CT intend to hire a legal full time expert, they may need to consider the services of the legal consultancy as well if the area of legislation is not within the knowledge of the full time expert.

Payroll

Drivers at CT are rewarded with basic pay, together with a complex set of bonuses and deductions or bonuses for certain skills and attainments and deductions for missed or delayed deliveries or mistakes, this shows that the payroll of CT is complicated. However, in terms of strategic importance, payroll is merely an administrative task that is required on monthly basis thus it is of low startegic importance.

Therefore, CT should have used off-shelf payroll system rather than a bespoke system developed by their IT dept. By doing so, u release the IT dept time for more strategic task. However, to use off-shelf system, CT will need to simplify their system as payroll is low strategic importance there is no necessity to have a complex system.

Web based system

Chemical wholesalers have asked CT to provide an internet-based system which would allow them to request and track deliveries & failure to do so will lead to wholesalers looking for an alternative distributor, this shows that the system is of high strategic importance to CT as they will lose customer for failure to provide such system. The system is expected to be complicated as the customer request for the ability to track the deliveries thus there is a need to ensure that the system is linked to CT whole delivery process & updated on real time basis.

Since CT currently has IT team which is capable of providing such system & given the fact that they will not be needed for the bespoke payroll system, they can be used to develop the web based system.

