Human resource department is the part of management of a company that deals with staffing employee remuneration and benefits and defining and assigning work to the employees. Human resource deals with the management of people in the organization. This department like all other departments has strategies, policies, programs and procedures they use in management of employees (Susan & Jackson, 2000).

FedEx is a shipping company that has been severally mentioned as the best company to work for. This proves that it has a good human resource department that is employee friendly. It was among the first company in the world that developed formal human resource policy which viewed employees as a means of achieving long term growth. The company has therefore developed a corporate communication system which enables the employees to give feedback on management policies.it also has a guaranteed fair treatment procedure that ensures all grievances are addressed on time and without favor the company also has the leadership evaluation and awareness process that allowed even the non-managerial employees to seek managerial positions.

Birla (2005) .

FedEx developed succession planning mechanism that groomed its senior employees for the top managerial positions. The company also organized internal training for their employee making it possible to have everyone having required skills for their employees. The management focused on giving an environment that encouraged the employees to come up with innovative solutions which encouraged employees to be committed to their work. However, communication between management needs to be improved so that a junior officer is able to air their grievances to management. They should also look into policies that they use in hiring contractors and the term they use. It has been a problem in the past with very many complains especially from truck drivers.

The company too needs to give power to their employees to make spot on decisions. This makes it easier to agree with customers in comparison to all chains of processes that an individual has to go through if they had problems with sending and delivery of parcels. Waiting for approval causes misunderstanding which may lead to loss of business (Susan & Jackson, 2000). FedEx should also be able to give time to time refresher courses to their employees since it keeps updating its systems often. This will be important to their employees to be up to speed with the information technology systems that the company uses

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