The GM Culture: Recipe for Disaster

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General Motor's organizational culture was held responsible because the defects in their automobiles have increased the fatalities. People who lost their family members in the car accidents explain that the GM company was aware of the defects in their automobiles but still they did not act. However, the consequence of the organizational culture is meant to replace the quality and safety with the cost containment. The company was aware that there was an issue with the switch which can be seen through emails among the engineers and the suppliers. It was 2009 when the engineers and suppliers highlighted the issue, but the GM top management gave a rationale that the replacement of the defected parts would be too costly, and the GM did not disclose this issue. The company, rather than replacing the defected parts made it the customer convenience issue. The engineers and the production management were told to not share the defects, they introduced a new product into the market to cover up the defects which also resulted in more accidents. The organizational culture failed to answer the questions when the internal reports were evaluated and there was also a communication gap between the top level management with the rest of management (*THE GM CULTURE*, 2015). There was no strategy being adopted to make it safer while there was a huge communication gap between the management which does not allow the organizational culture to produce customer-friendly motors. To change the organizational culture, there needs to be a change in the top-level management so that there will be coordination among the top, middle and lower management. However., the low-level management was blamed, and another failure was the involvement of the congress as the members became the stakeholders.

References

*THE GM CULTURE: RECIPE FOR DISASTER*. (2015). Retrieved from https://www.youtube.com/watch?v=u01NGvuJ6Sw&feature=youtu.be