

## ABSTRACT

The main objective of this study was to determine the current situation of the processes of taking orders and delivery to customers by salesperson and administrator of PSC company limited.

The research design of this study is based on the first phase of the action research model, which is diagnosis for organization development stage. The respondents were all of 31 of the employees of PSC company limited. The questionnaire was distributed to 31 respondents and quantitative data was gathered from interview of 15 respondents randomly. Observation also used to gathered quantitative data.

The organization development interventions have been proposed to increase the effectiveness of work process of salespersons and improve employee communication within department.

