Organizational Research Memo Template

**Memo To:** John Crisan

**Memo From:** [your name]

**Re:** Johnson & Johnson

**Date:** [date of assignment submission]

This memo aims to help observe and identify compliance of J&J to legal and ethical issues. It will also be addressing some of the compliance issues present in the company, as well as a suggestion on how they could be improved,

1. **Name and description of the organization**

Johnson and Johnson (J&J) is a pharmaceutical company specializing in the design, manufacture, and distribution of medical equipment, pharmaceuticals, and personal care effects (Johnson&Johnson, 2020). It is one of the largest pharmaceutical industries in the world and takes a significant position in changing and evolution of medicine.

1. **Description of the organizational culture**

Being a pharmaceutical and health-related industry, J&J requires a structure that promotes high ethical values and culture. One noticeable culture for J&J is ethical leadership. As indicated by the company, leadership has an excellent influence on its success. In the company, micromanagement is highly discouraged. J&J put's trust in its employee. Self-responsibility is encouraged, and employees can even work from home so long as they do their job (Johnson&Johnson, 2019). J&J supports personal development. Allowing flexibility in the company is key to productivity; however, it may also expose the company to ethical problems if one employee were unethical. Diversity and inclusion are highly encouraged in the company, and discrimination is not supported, fostering an environment of equality.

1. **Mission, code of ethics, and core values of the organization**

J&J corporate mission states as “**our credo stem from a belief that consumers, employees, and the community are all equally important.**” Johnson and Johnson code of ethics is based on the responsibility towards the community, employees, and associates. The company's code is also based on its Credo. The company's Credo states, "Our Credo challenges us to put the needs and well-being of the people we serve first” (Johnson&Johnson, 2018). The company’s core values read as “**growth & innovation, investing in future, global diversity, citizenship and sustainability, developing diversity, and global supply base**.”

1. **Leadership strategies to promote legal and ethical compliance**

The company's Credo is key to guiding the leadership of the organization; it communicates the responsibility to the company stockholders, local and international communities, employees, families, patients, nurses, and doctors responsibilities. Every leader in the organization is expected to understand Credo and follow it when making a company-related decision(Jerard, 2020). The company has management that helps in guiding the structuring of the Credo. One of the lines from Credo reads, "As a people manager, you have a special and important responsibility to set an example and act in a manner consistent with our Code." (p8). This calls for ethical practice in every aspect of leadership.

1. **Legal and ethical issues**

In 2018, J&J ended up paying $4.69 after losing in a lawsuit. In this case, twenty-two women had claimed that they developed cancer due to asbestos in the company's talcum powder. It was also revealed that the J&J knew about the asbestos in their product (Hsu, 2018). This direct harm to the community and consumers of the company's products is unethical, especially when it is known. In 1982, Tylenolol capsules were found to be highly poisonous, leading to the death of its consumers.

1. **Recommendations to strengthen legal and ethical compliance**

Regular auditing is one of the methods that J&J can apply to help it improve compliance and ethical standard. This allows the company to detect areas that are failing in terms of compliance. Revision of the Credo could also serve as a way to identify gaps in ethics and legal compliance. Alternatively, J&J could hire law firms to help develop a more comprehensive and broader comprehensive scheme.

# References

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