

Civic Duty

On March 19, 2010 I, [REDACTED], had a pleasure to visit Charlette [REDACTED] at her place of employment. Frazier place of employment is at Chemtura formally named Biolab located in Lawrenceville, Georgia. Chemtura is a company that manufactures consumer and industrial chemicals. On the business side of manufacturing consumer and industrial chemicals, Frazier is a business process analyst. A business process analyst is a person who liaison between customers and technology groups for all business interfaces. Through knowledge of technology and business strategies required to insure information and services meet both customer and company needs. The primary focus includes collaborating with the technology group to gather required data for customers and business using this data to translate technical requirements to customers as well as resolve issues. Frazier's profession is related to economic in various different ways.

Frazier's profession is related to economics by the term human capital. Human capital is the knowledge and skill that people obtain from education, on the job training, and work experience. Frazier started building her human capital by obtaining her bachelor's degree in computer science from Florida Agriculture and Mechanical University (FAMU). By obtaining her bachelor's degree, her human capital continues to grow when she started working in customer service for Biolab. In customer service she was able to get a feel for what was expected to be a successful employee. After working two years in customer service, Frazier was promoted to the data setup and business side. When she was working in the data setup and business side,

she was able to learn the Biolab system. One year later the company was convinced that she knew the system well. Therefore she moved up to being a business process analyst where she control the document flow and make decision for the company clients. Human capital improves the quality of labor. Frazier started at the bottom of the ladder from obtaining her education to reaching the top of the ladder of becoming a business process analyst. The quality of labor depends on how skilled people are, and Frazier went through the necessary steps to becoming a very skilled employee at her profession.

Additionally, Frazier's profession is related to economics by the term rational choice. Rational choice is a choice that uses the available resources to best achieve the objective of the person making the choice. Chemtura has many clients that they setup accounts for. When Frazier receives new clients, she compare document requirement from the customer to the internal format. If the customer model to one of the existing setup, then they put their documents in the folder with the rest of the existing accounts, and it reduces setup time. If the customer does not model to one of the existing setup, then they have to create a new document folder. It's a rational choice for Frazier because she uses the available resources which is the existing setup accounts, and has to make the best decision to make a new account or use an existing account.

Moreover, Frazier's profession is related to economics by the term margin. A choice on the margin is a choice that is made by comparing all the relevant alternatives systematically and incrementally. As I was sitting in on one of Frazier's meeting, she was explaining to her group members that they have to make an important decision on a project. The project consists of making a shipment of products from a third party vendor to a customer on March 29, 2010. So a week before deadline they had to decide to stay with the original plan to make the shipment on March 29. They evaluate where they was at time and discuss if they need a secondary plan. The

decision was they were not going to implement the original plan by March 29. That decision was made on the margin by considering whether they would be better off or worst if they stick the original plan.

Frazier's profession is related to economic in various different ways. Frazier's profession is related to economics by the term human capital. Additionally, Frazier's profession is related to economics by the term rational choice. Moreover, Frazier's profession is related to economics by the term margin. After my day with Charlette, I realize how the real world uses economics on an everyday base.