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## 1. Introduction

According to what I learned in the class, I'll show you what I've learned about problem solving and decision making and tell you about problems that happened to me in my previous work life and how they were resolved.

I will also make analysis and diagrams of my previous workplace and share them with you.

## 2. Problem at Workplace

I was working at a bakery for 2 years ago, my manager that took a close friend of him and made him an assistant manager even though he had no experience.

My manager wanted to help his friend, but he hired him directly as an assistant manager.

The fact that he got it showed that he was nepotism at work. those who have been working at the workplace for 3 years seniority was waiting for the jump, and making his friend his assistant caused a problem at work.

The manager needs to see his friend as a normal employee to be able to solve this problem.

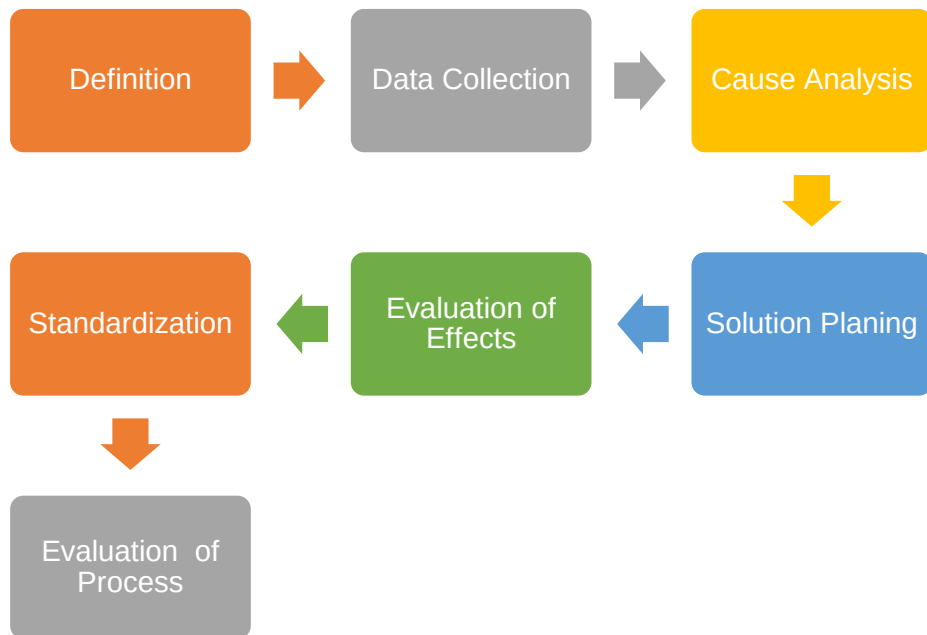
For example, when an employee wants to become an assistant manager, he or she must take an exam and work history is taken into consideration.

if he applies these rules to his friend, there will be no problems at the workplace.

When there was nepotism in the workplace, the motivation of other employees, including myself, was very low and a bad working environment ensued and affected the business very badly.

Sales were pretty low until the problem was resolved. Also, some employees did not even come to work pretending to be sick.

### 3. Seven Steps to Problem Solving



#### 3.1. Definition

What is problem?

Problem is manager hired his friend directly assistant manager. he was nepotism at work.

#### 3.2. Data Collection

What is going on?

My colleagues are very upset because they want to be assistant managers and now they don't do their job properly because they think the manager did nepotism.

#### 3.3. Cause Analysis

Why?

My manager wants to help his friend and he did him an assistant manager

#### 3.4. Solution Planning

The manager needs to see his friend as a normal employee to be able to solve this problem.

For example, when an employee wants to become an assistant manager, he or she must take an exam and work history

is taken into consideration.

### 3.5. Evaluation of Effects

Did it work?

Yes it's work

### 3.6. Standardization

When an employee wants to become an assistant manager, he or she must take an exam and work history is taken into consideration.

### 3.7. Evaluation of Process

We spoke with the manager and we explain why we are upset and he understood us he made an exam for who wants to be assistant manager

## 4. Decision Making

### 4.1. Types of decisions

#### 4.1.1. - Innovative

An idea, practice or object that is perceived as new by an individual or unit of adoption. Making a decision means choosing between alternative courses of action. The process through which an individual passes from first knowledge of an innovation to forming an attitude towards the innovation, to a decision to adopt or reject it.

#### 4.1.2. - Adaptive

According to [www.igi-global.com](http://www.igi-global.com)(n.d.) Adaptive decision-making is a decision-making process that makes use of both single-loop and double-loop learning, and when necessary cultural unlearning, in order to establish constraints and freedom necessary for fostering learning and enabling knowledge creation.

### 4.2 Factors affecting decision making

According to [Rmit.edu.au](http://Rmit.edu.au). (2020). Whenever we are involved in making decisions a number of factors can affect the process we follow and ultimately the decision we make.

We can organise the factors affecting decision making into three major groups:

- Perception Issues
- Organisational Issues
- Environmental Issues ([Rmit.edu.au](http://Rmit.edu.au), 2020)

### 4.3 Ingredients of Good Decision-Making

According to Timo Elliott (2007). The report's authors identify five ingredients of good decision-making. Obviously, supporting good decisions requires a lot more than technology, but I believe BI can help with each of these...

- High-quality data
- Access to advanced systems and training
- Sound judgment
- Trust Flexibility (Timo Elliott, 2007)

#### 4.4 Fishbone Analysis

According to Lewis, S. (2020). Fishbone analysis is the diagram used to categorize the causes of a problem. This diagram is used to identify the root cause of the problem. It should be efficient as a test case technique to determine cause and effect. (Lewis, 2020)

#### When to use a fishbone diagram

- When identifying possible causes for a problem
- When a team's thinking tends to fall into ruts (Lewis, 2020)



I mentioned below, the problem solution I saw in my business life

1 year ago, while working at the Bakery Shop, the income was below the target for 1 month, and one day when the business was closed, a meeting was held with all the employees and everyone was given the right to speak. The subject was that the shop did not switch to Profit in October 2020 and the employees were unhappy.

At the meeting, it was first stated that our target is £150,000 per month and we earned £95,000 that month.

Our manager first started the conversation, and the question was whether any of us had any thoughts about why the earnings were low.

One of our waiters answered the question “She mentioned that we work more than 40 hours a week and that we don't come with the same energy every day and that's why there might be a fall”

Another employee stated that she agreed with the fact that we worked too many hours and that there was not much product variety, and therefore we could not earn much.

Our manager asked what kind of different products we could add to it. My answer was to increase our range of sandwiches and add cookies. This answer was supported by my manager and my colleagues. Another employee stated that we can attract customers by giving discounts on certain products and said, for example, we can attract customers by giving free coffee to those who buy a croissant between 7 and 11 in the morning.

The manager saw that cold food was sent to the customer several times, and therefore he stated that they would buy new microwave ovens.

It was understood that the problem was caused by them, it was stated that everyone's wishes would be fulfilled.

#### 4.5 SWOT Analysis

SWOT analysis is an analysis in which a company can write down its strengths, weaknesses, opportunities and threats.

They can improve themselves based on them. (Fox, 2020)

##### 4.5.1 Simit Sarayi October 2020 SWOT Analysis

|                                                                                                                                                  |                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Strength</b> <ul style="list-style-type: none"><li>• Having experienced employees</li><li>• The is on a busy street</li></ul>                 | <b>Weakness</b> <ul style="list-style-type: none"><li>• Employees working more than 40 hours a week</li><li>• Less variety of products</li><li>• Lack of campaigns to attract customers</li></ul>                                   |
| <b>Opportunity</b> <ul style="list-style-type: none"><li>• New microwave oven will be purchased</li><li>• The shop is on a busy street</li></ul> | <b>Threats</b> <ul style="list-style-type: none"><li>• Earnings below the targeted earnings</li><li>• Employees are not energetic</li><li>• Microwave oven does not heat sufficiently</li><li>• The high rent of the shop</li></ul> |

## Conclusion

In this report, I told you about the problems I faced in my previous business life and how they were solved, with the information I learned in the lesson. In order to be able to make the right decisions in the problems we will encounter at the workplace, I gave information about the types of decisions and explained what I learned. I tried to explain the problems I see in the workplace with diagrams such as fishbone analysis and swot analysis, and as a result, the problem solving and decision making course is actually very important and in this way, we can further the peace in the workplace.

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