

Student name: Hira Arshad

Student ID number: 2027443

Programme: Certificate of Higher Education in Skills for the Workplace

Module: Problem Solving and Decision Making Module code:

BMSW 4004 Contribution to Overall Module Assessment (%): 100% Module

Coordinator: Ernest Ovia Internal

Verifier: Yohan Mendis Assignment

Table of context:

<u>Page 1</u>	Identification the problem
<u>Page 2</u>	Scope
<u>Page 3</u>	PESTEL
<u>Page 4</u>	Factors of Technology
<u>Page 5</u>	Fishbone
<u>Page 6</u>	Advantages of Having a Plan for Implementation
<u>Page 7</u>	Reference

Problem Solving and Decision Making

Issue solving is critical, yet it is frequently misunderstood by problem solvers. This study presents a problem description, issue-solving language, and beneficial problem-solving patterns. As the initial stage in problem solving, we must define the problem. However, problem solvers frequently overlook this first step.

Identifying a decision, acquiring information, and evaluating possible remedies are all steps in the decision-making process.

“What Is Problem Solving? Steps, Process & Techniques | ASQ.” Asq.org, 2019, asq.org/quality-resources/problem-solving. Accessed 2 Dec. 2021. “Diagnose the situation so that your focus is on the problem, not just its symptoms. Helpful problem-solving techniques include using flowcharts to identify the expected steps of a process and cause-and-effect diagrams to define and analyze root causes.”

What exactly do you mean when you say "decision-making"?

Identifying a decision, acquiring information, and evaluating possible remedies are all steps in the decision-making process. By collecting important information and identifying options, a step-by-step decision-making process can assist you in making more careful, considered decisions.

Identification the problem:

If you're at a problem-solving meeting, you've already realised that something isn't quite right or maybe it's much bigger; you've realised that something is very, very wrong. This is your starting point, and it makes the most sense to...

Begin with what you already know. What do group members think about the circumstance when they walk through the door at the start of the meeting? There are several methods for obtaining this information. People can be requested to write down what they know about the problem ahead of time.

Selecting a solution of the problem:

You've already invested a significant amount of time on the problem at hand, and you naturally want to see it resolved. However, before you go any farther, you should examine the subject closely and decide whether or not you want to devote your efforts to it. It's possible that you'll decide that now isn't the greatest moment to try to solve it. Maybe bad press has weakened your alliance, and your chances of triumph are bleak right now. Perhaps resolving the issue right now will cause you to overlook another critical agency priority. Perhaps another existing agency or institution would be better suited to deal with this issue. thinking, Personal Success creative, and Critical Thinking. “10 Problem Solving Steps to Find the Best Solution | Brian Tracy.” Brian Tracy’s Self Improvement & Professional Development Blog, 7 Oct. 2014, www.briantracy.com/blog/personal-success/10-step-process-to-solve-any-problem-critical-thinking/. Accessed 2 Dec. 2021. “KPIs, and scheduled reports you set in step 7 will let you know immediately if you’re on track or falling behind.”

Scope:

You must first determine the breadth of your problem before you can begin debugging it. You must determine what is working and what is not working while establishing the scope. It can be helpful to locate another machine that is performing as expected.

Comparing a problem server to a server that is functioning normally simplifies troubleshooting and can help you arrive at a solution more quickly.

Weeks, Ally. "PESTLE Analysis." CIPD, 10 Nov. 2020, www.cipd.co.uk/knowledge/strategy/organisational-development/pestle-analysis-factsheet#ref. Accessed 3 Dec. 2021. Identify the scope of the research. It should cover present and "possible future scenarios, and apply to the industry and areas of the world in which the business operates.

Decide how the information will be collected and by whom. Identify more than one person to gather data to bring diverse evidence and perspectives."

You're reading email at work, for example, and you're suddenly unable to view or write new emails. If you can't solve the problem right away, talk to a coworker to see if they're having the same problems.

When you discover that your colleague is having the same issue, you feel comforted and conclude that the problem is due to a larger network issue. If your colleague answers no, and email is working as expected, you should check your proxy settings to see if they are the same as theirs.

You can assist define the extent of your problem by asking questions like the ones below regarding what is and isn't working:

- On which servers is the issue occurring?
- On which servers does the issue go unnoticed?
- What types of operations are you having trouble with?
- What types of procedures aren't affected by the issue?

PESTEL analysis is a framework or methodology that marketers use to study and track macro-environmental (external marketing environment) aspects that affect an organisation, company, or industry. It investigates the external environment's political, economic, social, technological, environmental, and legal elements. Threats and weaknesses are identified using a PESTEL study, which is then employed in a SWOT analysis.

Government policies, leadership, and change; foreign trade policies; internal political challenges and trends; tax policy; and regulatory and deregulation tendencies are all political influences.

Factors of Society

PESTEL analysis also takes into account social aspects that are linked to societal cultural and demographic trends. Consumer behaviour is heavily influenced by social conventions and influences. The following are some things to think about:

- Aspects & Perceptions of Culture
- Consciousness of Health
- Rates of Population Growth
- Attitudes toward work by age group

Factors of Technology:

Technological aspects are linked to industry innovation as well as overall economic innovation. Being out of touch with current industry trends can be immensely detrimental to business operations. The following are examples of technological factors:

Technological Incentives for R&D Activity Automation

The rate at which technology evolves

Factors in the Environment

Environmental factors are concerned with the effects of the environment on business. Businesses must plan for how to adapt to changing weather conditions as they become more regular. The following are some of the most important environmental factors:

- Climate Conditions
- Temperature
- Changes in the Climate
- Pollution
- Natural calamities (tsunami, tornadoes,)

Furthermore, as indicated by the emergence of Corporate Sustainability Responsibility (CSR) efforts, it is becoming increasingly important for firms to be environmentally friendly in their operations. Carbon footprint reduction efforts and migrations to renewable materials and energy sources are examples of CSR projects.

Factors of Law

In the context of a PESTEL analysis, there is sometimes confusion about the difference between political and legal variables. Any legal elements that define what a firm can and cannot do are referred to as legal factors. The link between business and government is a political aspect. When governmental authorities create legislation and regulations that affect how corporations function, political and legal elements might collide

The following are legal considerations:

- Regulation of the Industry
- Permits and Licenses
- Labor Regulations

A cause and effect diagram, often known as a fishbone diagram, can aid in brainstorming and categorising ideas to find the reasons of an issue. A fishbone

diagram is a graphic representation of cause and effect. It's a more structured approach than some of the other problem-solving solutions on the market for example, the Five Whys tool. The problem or consequence is indicated on the fish's head or mouth. On the smaller bones, possible contributing reasons are mentioned under several cause categories. By directing the team to look at the categories and think of alternate causes, a fishbone diagram can assist find plausible explanations for an issue that might not otherwise be examined. Include team members who are intimately familiar with the procedures and systems at work in the problem or occurrence under investigation. The actions indicated below should be followed by the team utilising the fishbone diagram tool.

Agree on the statement of the problem (also referred to as the effect). This is written on the "fish's" mouth. Make the situation as precise and specific as possible. Be wary of framing the problem in words that are too broad.

a possible solution (e.g., we need more of something).

Agree on the broad categories of the problem's causes (written as branches from the main arrow).

Equipment or supply issues, environmental variables, and other major categories are frequently mentioned.

People/staff factors, as well as rules/policy/procedure aspects

.

Make a list of all likely sources for the problem. "Why does this happen?" you might wonder. The facilitator writes the causative component as a branch from the appropriate category (places it on the fishbone diagram) when each concept is presented. If a cause is related to several categories, it might be written in multiple places.

In each case, he asks, "Why does this happen?" Sub-causes branching off the cause branches should be written.

- Continues to ask "Why?" and generate deeper levels of causes and continue organizing them under related causes or categories. This will help you to identify and then address root causes to prevent future problems.

Alternative alternatives should be developed:

Defer making a decision until a number of problem-solving options have been presented. Taking into account a variety of options might greatly increase the value of your ideal solution.

Once you've agreed on a "what should be" model, you may use this target standard to create a road map for evaluating alternatives. In this stage of problem solving, brainstorming and team problem-solving techniques are also valuable tools.

Before making a final decision, many different solutions to the problem should be considered.

A common error in issue solving is to evaluate alternatives as they are given, resulting in the selection of the first acceptable answer, even if it is not the best match. If we only focus on getting the results we want, we will miss out on the opportunity to learn something new that will help us develop our problem-solving skills.

- Assessing alternatives should be postponed at first.
- Include all those who are involved in the decision-making process.
- Specify alternatives that are in line with the organization's objectives.
- Make a list of both short- and long-term options.
- Consider other people's suggestions.
- Look for other options that could help you fix the situation.

The key advantage of using Grid Analysis to make decisions and evaluate ideas is that it makes the process more objective. The decision-maker can inject a certain bit of reason into the process by adopting a concrete set of criteria with unique weights, and therefore more easily justify their decision to others if necessary.

Grid Analysis Is Used In What Situations?

Grid Analysis can theoretically be used for any issue that needs a choice between several concrete options. It is commonly used in design engineering, capital allocation, procurement, and product management, among other fields.

What is an implementation plan?

An implementation plan supports a strategic action plan process for all kinds of business operations and practices, whether you're executing a new marketing plan or introducing a new software platform to your organization.

What Are the Advantages of Having a Plan for Implementation?

An implementation plan allocates resources inside the organisation and creates a tactical plan for carrying out the strategic objective. As a result, it is critical to the success of your overall strategic plan. It doesn't matter if you have the best, most solid plan or strategy in the world if you don't put it into action. Here are some of the many benefits of an implementation plan:

Planning serves as a road map for action. Plans can guide everyone's actions toward a common goal. It is significantly more effective when actions are coordinated and focused on specified outcomes.

Planning allows you to make better use of your resources. In organisations, resources are constantly scarce, and managers must ensure that the resources they do have are used effectively. Managers can use planning to discover where resources are most needed and where they will bring the most benefit.

Plans help people stay motivated and committed. When people don't have clear goals or know what is expected of them, they aren't motivated. Planning lowers ambiguity and clarifies what everyone is responsible for. People are more likely to strive toward a goal that they understand and are familiar with.

Weeks, Ally. "PESTLE Analysis." CIPD, 10 Nov. 2020, www.cipd.co.uk/knowledge/strategy/organisational-development/pestle-analysis-factsheet#ref. Accessed 3 Dec. 2021. Identify the scope of the research. It should cover present and "possible future scenarios, and apply to the industry and areas of the world in which the business operates.

Decide how the information will be collected and by whom. Identify more than one person to gather data to bring diverse evidence and perspectives."

Reference:

Works Cited ASQ. "What Is Problem Solving? Steps, Process & Techniques | ASQ."

Asq.org, 2019, asq.org/quality-resources/problem-solving. Accessed 2 Dec. 2021.

"Diagnose the situation so that your focus is on the problem, not just its symptoms.

Helpful problem-solving techniques include using flowcharts to identify the expected steps of a process and cause-and-effect diagrams to define and analyze root

causes." Ong, Cara. "5 Benefits of Strategic Planning | Envisio." Envisio, 9 Jan. 2015,

envisio.com/blog/benefits-of-strategic-planning/. Accessed 2 Dec. 2021. "While many organizations understand the importance of strategic planning and spend a great deal of time and money coming up with the strategic plan, it still remains something that is reviewed just once a year or worse – a glossy document that sits on the shelf!" thinking,

Personal Success creative, and Critical Thinking. "10 Problem Solving Steps to Find the Best Solution | Brian Tracy." Brian Tracy's Self Improvement & Professional

Development Blog, 7 Oct. 2014,

www.briantracy.com/blog/personal-success/10-step-process-to-solve-any-problem-critical-thinking/. Accessed 2 Dec. 2021. "KPIs, and scheduled reports you set in step 7 will

let you know immediately if you're on track or falling behind." Weeks, Ally. "PESTLE

Analysis." CIPD, 10 Nov. 2020,

www.cipd.co.uk/knowledge/strategy/organisational-development/pestle-analysis-factsheet#ref. Accessed 3 Dec. 2021. Identify the scope of the research. It should cover

present and "possible future scenarios, and apply to the industry and areas of the world in which the business operates.

Decide how the information will be collected and by whom. Identify more than one person to gather data to bring diverse evidence and perspectives."