

MODULE TITLE:PROBLEM SOLVING AND DECISION MAKING

Problem Solving and Decision Making

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INTRODUCTION

Problem Solving and Decision Making are the essential part that are used in business firm in that will help to meet the needs and perform the function of employees in manageable way (Nielsen, and Minda, 2019). This provides opportunity to business firm for working and meeting positive working environment needs. In this report there is a discussion about the problem faced by beauty industry in relations problem faced in this industry.

MAIN BODY

In context of business environment, it can be seen that there are various changes in business function which give rise to problems. These changes are associated with working environment. In context of beauty industry, there are number of issues which are faced by employees working in this industry (Vordermark 2019). These issues are associated with business environment where time management act as a major issue. In context of business, this can be seen that there are lots of problems due to lack of experience staff because they don't finish in time the treatments and equipment is not available for next client (Walton, Toniolo, and Norman, 2019). This problem has direct impact on functions of business firm and also leads to changes in operations. There are number of issues which are related to goodwill of firm. This is a major issue which impact on profitability and performance of business firm. These are related changes has direct impact on performance of business function of beauty industry.

Write a complex situation that arise in the workplace along with that define its impact and scope

There are different impacts on business and leads to changes in business function. Some of these are:

Lower productivity: improper time management always leads to lower the productivity. This is because over use of equipment leads to delay in treatments of other customers (Dörner, and Funke, 2017). This leads to lower the productivity where time use by other got increased.

Decrease profits: this is also impacting on profitability of business firm. This can be seen as there are various changes in functions of the firm that are faced by the manager, there are related to low availability of resources in order to work.

These are some impacts which have to be seen by business organisation and it helps to accomplish the functions effectively (Chen, Li, Liang, and Tsai, 2018). there are number of changes which have to be faced by business firm and lower productivity and other factor decreases chances of success in business environment.

Examine the information related to the situation, to make effective decision-making process

This is also identified that there are number of factor in such industry which have to be meet. These are related to improper habits of employees in order to perform task and lack of time management. This also leads to corruption in work and giving priorities to these workers which are working in business firm (Yuan, Dinçer and Yüksel, 2021). This leads to improper working environment and leads to conflicts. In order to strength decision making process, there are number of sources which are evaluated by business firm. this helps in meeting needs and performing task in appropriate way. in order to analysis the current situation in business firm, it is essential to use and appropriate valuations plan, this support performing business activities and meeting needs in appropriate way (Mitchell, and Reiter-Palmon, 2017). this evaluation includes questioning firm the staff members in order to understand exact sources of problem and improvise decision making. This is used to evaluate various sources which are available to business firm in order to seek information and understand functions in effective way. there are number of changes which have to evaluated and must be meet needs.

Various alternative solutions that are available for the problem

This is a major problem which have to be addressed in order to meet working requirements and performing task in effective way. there are number of functions which have to be evaluated according to needs. In order, solve this problem there are some function which are discussed below:

Increase availability of sources: This is major factor which can be use by business firm in order to reduces improper function in business. this can be seen that beauty industry is facing number issues related to improper time management. This is based on excess use of equipment which clearly impact on profitability and productivity of business form. In order to improvise this situation business firm can use to increase number of equipment. This will be used to perform task in effective way and achieve business results (Sarkale, and et.al., 2018). This helps in managing demand as well as achieving better profitability. In context to this there are some changes which can also use by business firm in order to meet needs and perform task in effective way.

Providing training to staff: This act as a major factor which can be used by the person in order to meet needs and perform task in effective way. in this business firm can use to develop and effective trading and development programmes which can be used to boot performance of employees and meeting task requirements. By establishing and effective training program business firm can perform on each a sever part of employee function. In trading programme, it must include reducing the time consume on one particular equipment's in

beauty industries. This will help business firm in gaining maximum advantages and reducing the problem of time management. Under this, firm can use to perform task in timely way where full capacity of sources can be evaluated. This will also help in meeting needs and performing task in most effective way.

Using token system: This is also an effective way which can be used as an alternative in order to solve this problem. Under this, beauty industries can use token system (Graesser, and et.al., 2018). This system will help business firm in evaluating sources of perform where firm can provide token to customers in order to facilitate them appropriate time where the equipment will get free. In this system business firm can use this appropriate system where customer has to wait till these token number reach at the particular counter of which they have to use services. This will help business firm in managing times of each and every equipment as well as helps in saving times of customer in business services. This will also bring improvements to business firm where it can achieve maximum satiation to serve its customers. These are some alternatives which are in front of business firm. these can be used in order to meet needs and perform according to targets.

Use a technique of making effective decisions to measure a range of result to find out the most suitable option.

It is important to take effective decisions so that the problem of beauty industry is solved. There are various alternatives that are evaluated and searched. So it is important to find out the best among them.

Narrowing the options techniques are followed by them to select the best option. The steps followed are as follows:

1. Clarifying the question: It is the first step as it will help to clarify the problem and then take decisions (Guswinda, Yuanita, and Hutapea, 2019). It is important that there is clarity of the problems and the questions so as to find the solution.
2. Evaluating the alternatives and examining the decision's long and short-term benefits: There are various alternatives that are identified. So it is the most important step. The advantages as well as disadvantages of each alternative is decided to know about the best one. As all the alternatives are vital and will help to solve the problem of the company.
3. Select the alternative: As all the alternatives are evaluated and the benefits are analysed so it will help to find the solution of the problem (Moorthi, 2018). By providing training to the employees they will be able to serve the problem that is faced by the organisation. It will help them to manage the work and satisfy the needs and wants of the clients.

Develop a plan for implementation of the solution and to communicate it to the stakeholders.

It is vital to communicate the plan to stakeholders. As they play a vital role in success of the organisation also they have right to information. Before that it is also important to implement the solution out of the decided strategies out of the alternatives. The steps that are followed to implement the plan are mentioned below:

Step 1. Introduction

This is the first and important step wherein the solution is matched with the mission and vision of the organisation. As it is important that the the solution will help the organisation to solve the problem of firms of beauty industry.

Step 2. Team involved

The next step is to involve the team and tell them their roles and responsibilities so that the work is completed in time.

Step 3. Tasks

All the key tasks are decided and the strategies are formulated so that the solution is implemented successfully. The status and progress of the task are mentioned in this step.

Step 4. Implementation Schedule

All the timelines are decided in this step as this is the schedule of implementation schedule (Garg, 2017). The budget is decided and strategies are done so that work is completed within time.

Step 5. Resource management

There is requirement of various resources so that the solution of the problem is implemented effectively. As there is problem in beauty industry. So with various resources the work will be managed in time.

Step 6. Additional Documentation

All the work is important and documentation plays a vital role in finding solution of the problem. It is important that the past papers and information that is related to similar problem is identified and taken into consideration. Along with that document to write the strategic plan is mentioned.

Step 7. Define Metrics

The metrics help to know about the success and failure of the planned solutions. It also helps to review the performance of the solution.

Step 8. Project Approval

In this step the approval of team is taken so that the it is easy to monitor the performance.

It is important to communicate the plan to the stakeholders as they play a vital role in the organisation. The beauty industry should form detail all the information related to the solution of

the faced problem is communicated to the stakeholders. This helps them to know about the real scenario in the organisation.

Find out appropriate observation and monitoring techniques that help to implement the solution effectively.

As there are various alternatives that are identified by the organisation (E., & Prodjosantoso, 2018). So here the task is to monitor and review the techniques that is used to implement the solution that is used by the organisation. Some of the monitoring techniques that are used are mentioned below:

Observation: It is one of the effective technique that is used to monitor the the effectiveness of solution. As it helps to know if the clients are satisfied this can be observed by the key persons of the organisation.

Feedback: Another way is to ask the customers and take their point of view. The customers are directly asked and they give true feedback. Here in this step the clients are asked if they are satisfied with the enhanced services and that helps to monitor the performance.

Monitoring work performance and output: The sales and profit of the organisation are compared (Irwanto and AD, 2018). As it helps to know about the true returns that the organisation is getting with the implementation of the solution. The customers will give the true review and know about the true performance of the company.

Monitoring returns: All the organisation work to get returns. So it is important to monition and take review of the returns earned by the company. In this technique the current returns are compared with the older ones so as to know about the changes in the performance of the company.

There are the techniques that are used by the Beauty industries after implementation of the solution for managing the time and performance to earn good returns.

CONCLUSION

It can be summarized that decision-making plays a vital role in the success of an organisation. In the report there is discussion related to a complex problem of the organisation. There is discussion related to the situation and the impact of that problem on the organisation. The decision making process to find solution of the identified problem. Decision making technique that helps to select best alternative is mentioned. It is important to communicate the plan to all the stakeholders as they are crucial part of the organisation. In the end there is discussion related to techniques that are used to ensure successful implementation of the solution. It can be

evaluated that problem are part of working in an organisation. It is important to find solutions and take appropriate decisions for success of the organisation.

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