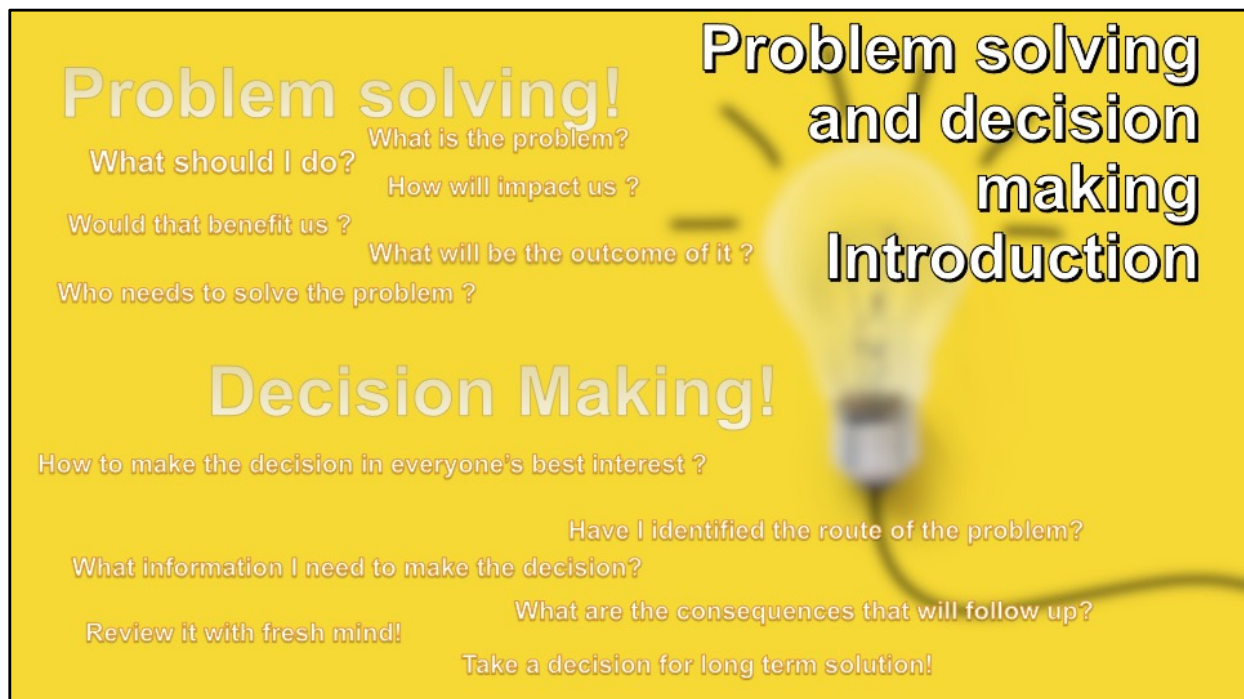


Problem Solving and decision Making BMSW4004_BIRM

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Group A



Problem solving and decision making Introduction

Problem solving!

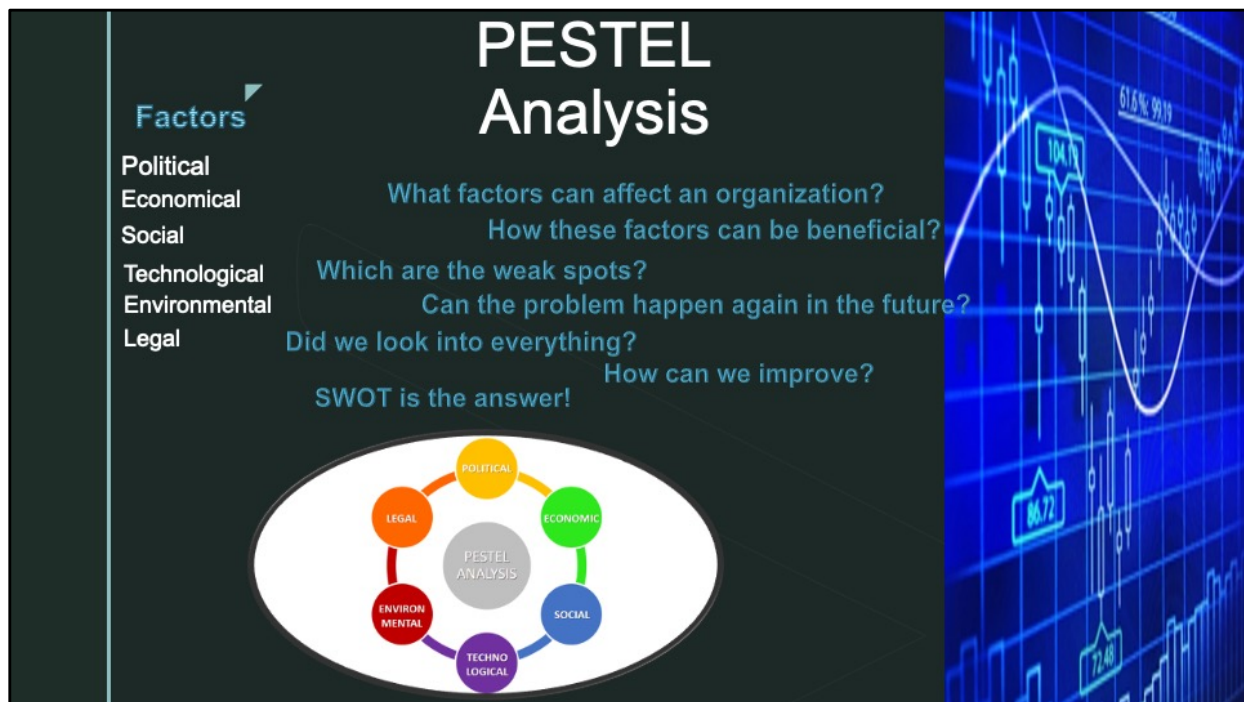
- What should I do?
- What is the problem?
- How will impact us ?
- Would that benefit us ?
- What will be the outcome of it ?
- Who needs to solve the problem ?

Decision Making!

- How to make the decision in everyone's best interest ?
- Have I identified the route of the problem?
- What information I need to make the decision?
- What are the consequences that will follow up?
- Review it with fresh mind!
- Take a decision for long term solution!

1. Problem can be defined as the difference between a circumstance/ situation that occurred at present and the way you think it should be
2. To solve any problem you are required to make decision on which action plan to proceed with in order to resolve the problem
3. Problem solving is the process of taking corrective action to meet objectives
4. Decision must be made when you are facing a problem
5. Problem solving is correlating with decision making and they are very important skills to have in any job
6. Obviously, every skill has processes and techniques that needs to be followed
7. Some people are naturally gifted to make a decision and resolve problems easily. On the other hand, people who are not as fortunate can make quality assessment to support their ideas.
8. For example, when an assessment like that is carried out you need to gather the relevant information, define the impact of the problem and what the consequences will be. Afterwards, monitoring of the situation needs to be made and reviewed in the future in order to find a solution.

9. In the study case, they highlight that stress can cause long time sickness due to unresolved problem.



PESTEL analysis is the relation between the policy, growth, diversity, technology, the surrounding environment and the legal side of things. In one company does not matter how big it is, whenever the decision is being made, you have to consider all of these factors. Factors like age groups, race, diversity of employees, governmental policies, work environment and the resources that a company has will help to understand the big picture. For example, care facility can face a problem like short of staff, or the level of satisfaction of the service users. PESTEL is often used alongside with SWOT to help identify weaknesses and strengths in order to solve the problem.

P	E	S	T	E	L
Political	Economical	Social	Technological	Environmental	Legal
Government policy Coronavirus Tax policies Trade restriction Labour Law Foreign Trade Policy	Inflation rated Exchange rase Economic growth Unemployment rate	Language barriers Culture differences Age gaps Increasing population rate	Lack of technological awareness Lack of automation Lack of research Level of motivation Lack of Equipment	Weather/climate change	Discrimination laws Health and safety laws Equality act Mental capacity act

SWOT Analysis

What is SWOT analysis?

Can the organisation use one of its strengths to reverse its weakness?

Can the organization avoid a threat through taking advantage of an opportunity?

Can organization use a strength to take advantage of one of the market opportunities?

Is stress an illness ?

Can the threats of a company be that drastic that they lead to stress related illnesses like panic attacks?

1. PESTEL and SWOT analysis are used alongside, because they are very relevant and corresponding. These frameworks are outlining the weaknesses of an organization and how the management can turn them into strength. The organization use strength to take the advantages of one of the market opportunities. Also, in some cases a weakness cannot be turn into a strength and it holds it back from future opportunities.
2. SWOT analysis refer to the things that you have control over and you can change. These things can always be improved. The right route to complete a SWOT analysis is to always start with the strengths and focus on the weaknesses. Review the internal analysis and identify the treats that a company is facing. Finally, you just take actions to solve the problem.

Cause and Effect

What is cause and effect analysis ?

Why we using cause and effect analysis ?

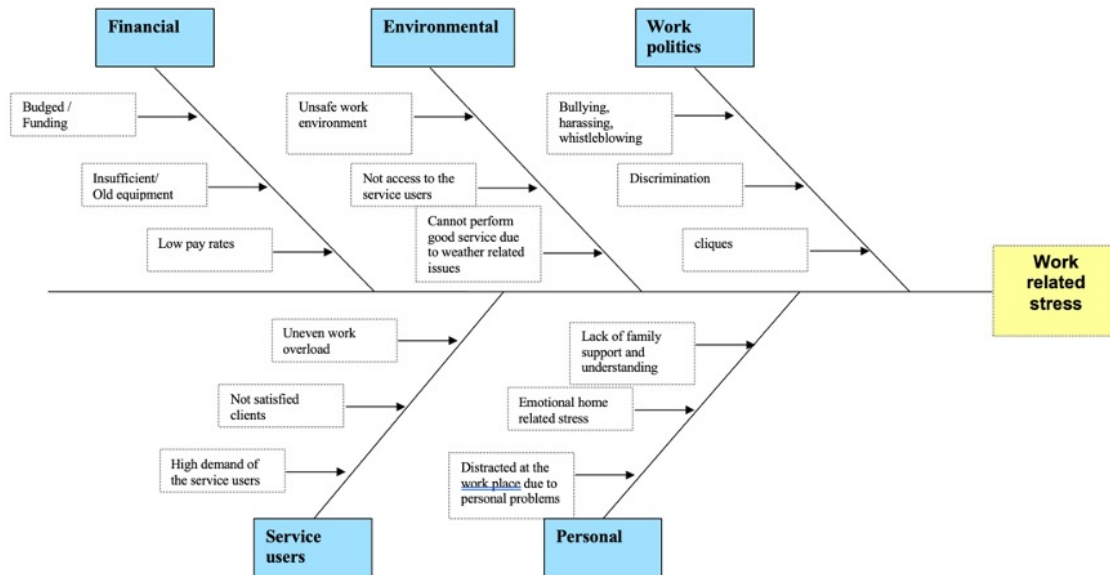
Why we are using the cause and effect diagram ?

1. Cause and effect analysis is a technique for underlining all the possible cases associated with particular problem, effect before narrowing down to the small number of main root causes are not outlined the properly. The problem might never be solved unless the depth of the problem is reached and the root causes are identified.
2. The management needs to focus on the causes rather than the symptoms

Cause and Effect (Fishbone) Diagram

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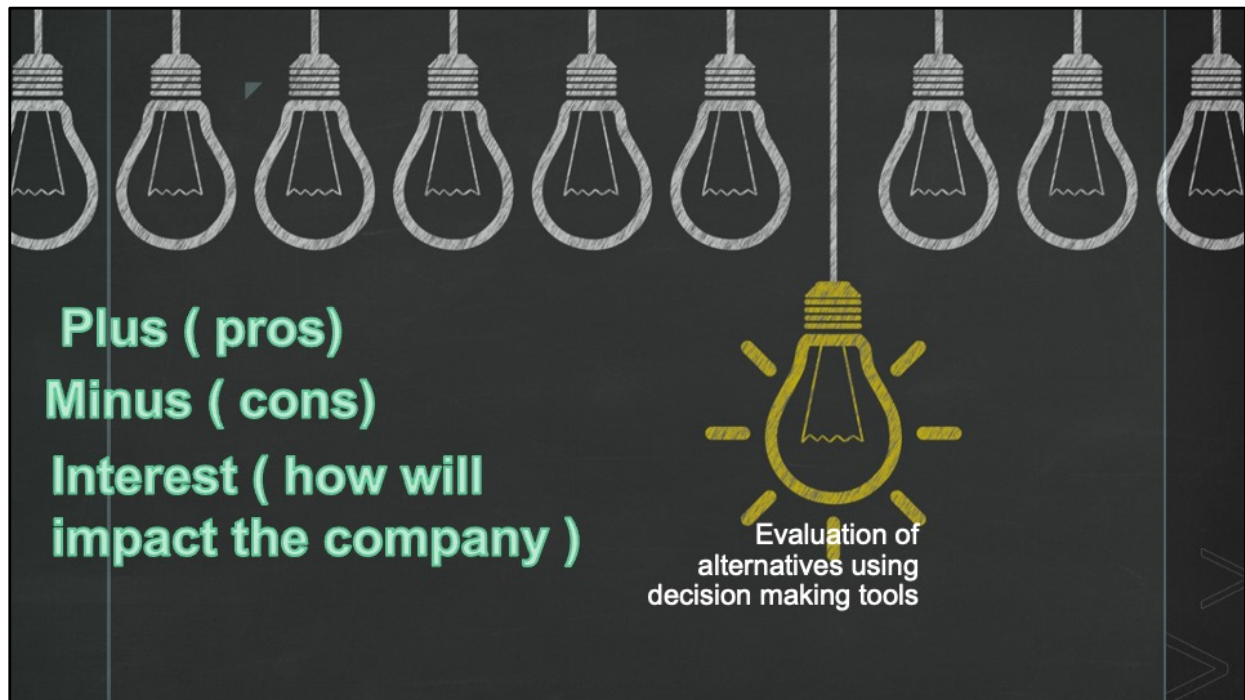
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Root cause



1. It is the process of discovering the root causes, the depths of the problem while trying to identify appropriate solution. According to RCA it is more important to discover the reason why a problem has occurred than treating just the symptoms. In other words, if the root of the problem is not found, it is most likely the problem not to be solved in the future. RCA can be performed via using different techniques, principles and methodologies. It shows where the system has failed or a wrong process has occurred causing an issue in the first place, that has led to the bigger crisis.
2. Only if we can manage to fully understand the root cause of a problem, then we can apply analysis to prevent further issues and accomplish success.
3. Important is how and why something has happened, not who is responsible.



1. PMI is a really simple method that we use in our day- to -day life. It is writing down and looking into all the pros and cons of the decision that has been made to resolve the problem. For example, the management looks into how their decision will affect the company in long term basis. They need to consider how beneficial it will be or in what risk their decision will put the company.



Grid Analysis					
Factors Weights (0-3)	cost	Quality of service	Reliability	location	total
Agency 1	1	1	1	3	6
Agency 2	2	3	0	2	7
Agency 3	3	2	3	1	9
Agency 4	1	2	2	3	8

Use of the agency in the Healthcare Sector

Grid Analysis

1. Decision Matrix Analysis is used when choosing between several different options weighting their positivities and negativities, taking different factors into account. It is a great technique that can be used for taking important decision. , where there is not obvious solution from it. When others are struggling to find a way to solve the problem we can always rely on this diagram.

Action Planning, monitoring and evaluation

The importance of Action Plan Why we monitor our action Plan ? Evaluate it !

1. As soon as the management of the company faces the problem they need to start using all of the technical tools to support their ideas. Then they will be ready to create an action plan. The action plan can be developed only if the root cause of the problem is found and the weaknesses and strengths are identified. All of the parties that are involved in the situation need to agree to work together in order to either resolve the matter or improve the quality of the service that the company is providing. For example, I mentioned above that according to the study case if a problem is not resolved that can lead to long term illnesses. In health and social care sphere the most common illness that can be caused at work is either chronic stress related pain or mental health illness. The case study highlights that stress at work can become extremely drastic if actions are not taken in advance.
2. The management team need to monitor their action plan that they will put in place. They should make sure that it has been applied in the right way and all the steps are followed by the right individuals.
3. Evaluation of the whole situation can be done in the future to be guaranteed that the problem would not happen again.

Case Study and Conclusion

The case study highlights how drastic a problem can get if it has not been resolved in time.

The importance of following up the right procedure!

Moreover, if a problem is picked on, but unfortunately not managed properly, it likely to occur again in the future. In other words, all of the factors needs to be taken into consideration (external and internal). The right technical tools to be used for resolving the problem and to be monitored and evaluated, so it does not happen again. Two things can relate to a problem within a company: either the company will bloom and prosper , or the stress will lead them to long term illnesses. The case study shows that this impacts equally men and women , but mostly the younger generation.

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