



**University of Wales Trinity Saint David – London
Campus**

Problem Solving and Decision Making

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Introduction

Van Gundy (1981, 1988, p. 1) says that there is a problem when there is a difference between how things are and how they could or should be. For the purposes of this definition, solving a problem means doing anything to change a situation that isn't ideal into one that is. Certainly, not every problem needs a unique answer (CPS-creative problem solving). There are times when a CPS procedure would be less effective than a standard operating procedure or a ready-made answer. There are ways to deal with problems that keep happening, and when they do, they are often faster and more effective. When a person wants to get somewhere and knows how to get there, but can't decide what to do, that's a problem.

In our personal and professional lives, we are frequently required to find answers to ill-defined problems involving multiple interdependent variables. To find a solution that works for everyone, we need a "T-shaped" set of knowledge and skills, requiring both breadth and depth. Every day, each of us finds solutions to countless problems, and most of the time, we don't even realise it.

Data presentation and analysis

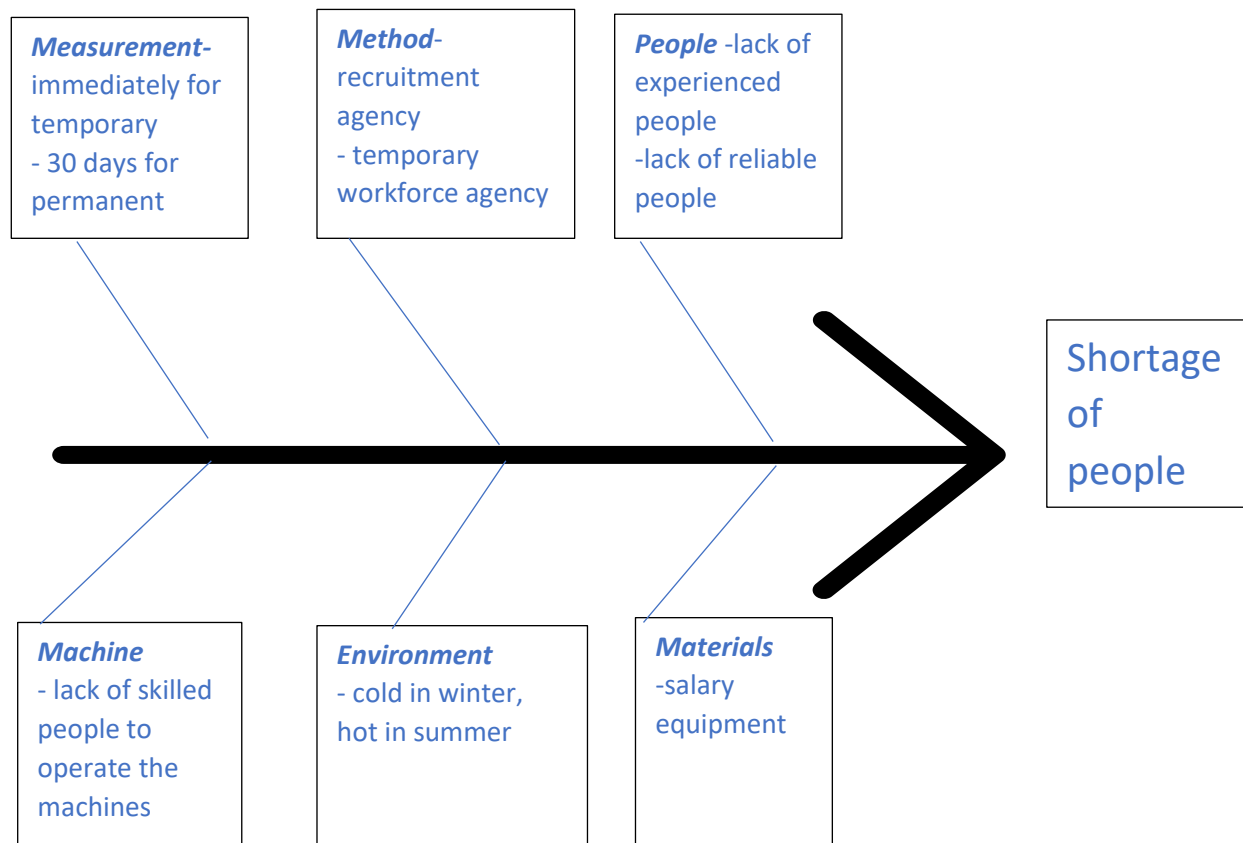
This report breaks the process of finding a solution down into four distinct stages: framing the problem (which involves determining what needs to be done), diagnosing it (which involves determining why there is a problem or why it has not been solved yet), identifying and selecting potential solutions (which involves determining how to solve the problem), and implementing and monitoring the solution (resolving the problem, the do).

In order for me to achieve this goal, I will be utilising SWOT, PESTLE, and Fishbone analyses.

The business is relatively modest and operates as a distributor of electronic components. The employee turnover rate is quite high each year, despite the fact that there are only a few people working there. On the warehouse side of the shipment process, there is a shortage of personnel. This side has thousands of different components, ranging from the smallest to the largest, and everything that is placed on it needs to be counted and weighed before it can be sent out. This requires considerable time.

My department suffers from a severe lack of available staff members, which is one of the most significant issues. There should be at least four people here, but there are only two of us. This results in delays in sending out the orders, mistakes, and excessive tiredness on the part of the employees. All of these things become more difficult when one of the two has to go on vacation or when they get sick. After that, everything will get even worse.

This problem surfaced as a consequence of the departure of one of our co-workers as well as the rise in the amount of work that has been done ever since the pandemic restrictions were lifted. Even if he were still here with us, we would still be having problems because, as was mentioned earlier, the volume increased after the restriction was lifted. This would be the case even if he were still with us.



SWOT analysis

Strengths -slow paced environment	Weaknesses -lack of proper training
Opportunities -opportunity to advance in carrier very fast	Threats -excessive tiredness -delays of sending orders out -risk of errors -stock inaccuracy

One of the consequences of having a shortage of staff in a company is that the workers who are already there become overworked, exhausted and stressed.

A certain amount of stress, according to clinical psychologist Adam Borland, PsyD, can help to keep you on your toes and on the move. According to what Dr. Borland has to say on the subject, "experiencing a manageable amount of anxiety and worry helps prepare us to face the challenges of daily living."

In addition to that, thinking about a stressful situation can also help you come up with a solution to the issue that you are facing. It's possible that if you worry about a disagreement with your partner for a while, you'll end up realising that the time you spent "in your head" actually helped you see the issue from a different angle.

But, as Dr. Borland points out, worry becomes a problem when it starts to interfere with your ability to carry out the activities you want or need to carry out. When worry starts keeping you up at night or when it leads you to try to self-soothe with food or alcohol, it's obvious that this can have a negative impact on your health.

Worrying about something for a long time can cause problems in your body, some of which you might not even be aware of.

A second potential risk is the possibility of the orders being delayed. At the moment, the dynamics of competition have an effect on the ongoing efforts that are made to deliver goods to consumers at the optimal time and place. Many different companies are actively working to improve the efficiency of the supply chain so that they can deliver their products on time. The organisation is making a greater effort to eliminate delays in the delivery of

goods. In order to keep up with the rising volume of production and the rapidly advancing technological advances, a conventional manufacturer needs to transition to a production method that is more up to date. Customers have the right to penalise or fine the vendor for delayed delivery, which occurs when the product they ordered does not arrive at the agreed-upon delivery date and time. The amount of time that passes between when a customer places an order and when that order is delivered is referred to as the delivery time. Therefore, the customer's perception of performance is connected to the amount of time it takes to deliver the product.

The potential for errors and inaccurate stock counts are two additional major concerns that, over the course of time, could develop into significant problems.

Political

How this business got into its current situation. A contributing factor is Brexit.

In certain industries and occupations, EU nationals have emerged as a significant source of labour supply in recent years. They make up at least 10% of the workforce in manufacturing and hospitality, compared to 7% overall, and are also overrepresented in transport and storage, as well as administration and security services. In contrast, they are less likely to work in government, education, and health care.

EU workers are typically employed in unskilled roles, such as machine operators, and in fundamental occupations, such as cleaning, caretaking, and portering. EU nationals also make up a substantial portion of the labour force in a number of highly skilled fields. According to the Royal College of Veterinary Surgeons (RCVS), 20% of the UK's veterinary workforce is comprised of veterinarians who graduated from EU universities. In this area, IES is collaborating with the RCVS to estimate the impact of Britain's exit from the European Union on the sector.

During a period of unprecedented labour demand, a decline in labour supply is a consequence of a decrease in EU labour force. The vacancy rate in the United Kingdom is at its highest level since comparable records began in 2001, and in its most recent report, the Bank of England noted limited spare labour capacity, with survey measures of firms' recruitment challenges at or above pre-2008 levels.

Economic

The wages of warehouse workers, whether they are unskilled or skilled, are modest, and there is a lack of interest in these jobs because of the rising cost of living. Because of the meteoric rise in the price of energy since March, inflation projections have been

consistently revised upwards since then. This is due to the fact that higher costs have spread from gas and electricity to food and nearly all other goods and services.

The Office of Budget and Responsibility (OBR) projected in March that consumer price inflation would average 8% in 2022-2023 before dropping to 2.4% in 2023-2024. According to projections made by the Bank of England in early August and more recent projections made by Goldman Sachs, the annual percentage rates of inflation for these two years will be closer to 12% for this year and 7% for the following year.

This condition lingered for a period of four months. The group was given a number of different options to choose from in order to remedy the situation.

Employing workers from a staffing agency on a temporary basis was a temporary solution that was taken. Soon after, it became abundantly clear that this was merely a stopgap measure, as new employees arrived on a daily basis and the existing staff was required to train them on a daily basis. In addition, there was a high possibility that people would not show up when they were called because the agency could not guarantee that they would have available personnel on call. This was one of the reasons why there was such a high risk of people not showing up when they were called.

The majority of temporary employees proved to be unqualified, unmotivated, and unreliable.

A second option was to provide the workers with the opportunity to put in overtime, which would result in a higher hourly wage. With the cost of living continuing to rise, the idea was that this would become increasingly popular. It did for a while, but eventually fatigue set in, and gradually fewer and fewer overtime hours were worked.

A third possibility was to recruit new employees. When you hire someone who is available right away, there is a possibility that you won't be able to find an experienced candidate who has recently been unemployed. It was decided to advertise the position and conduct interviews, both of which were carried out, and as a result, they were able to hire two qualified candidates. The catch was that they had to wait for them to complete their 30-day notice at their previous place of employment before they could hire them.

At some point, each of the three options was put to the test; however, the option that is ultimately chosen to be implemented permanently and the one that was determined to be in everyone's best interest was the third one: permanently hiring new people with more experience.

Just after decision has been finalised, the plan for its execution has been developed.

Implementation plan						
	Action	Responsible	Priority	Status	Start date	End date
Action 1	Inform employees	Operations Manager	Medium	started	June	June
Action 2	Start recruiting	HR Manager	High	started	June	July
Action 3	Recruit	HR Manager	High	started	July	August
Action 4	Training provided	Line Manager	High	pending	August	September
Action 5	Assessment after probation period	Line Manager	High	pending	December	December

The UK economy could lose £30 billion (\$35 billion) a year because of a lack of workers. The Recruitment and Employment Confederation said that a 10% rise in demand in the economy and shortages like the ones the UK is facing right now could cut 1.6% off the GDP by 2027.

The analysis helps explain why the UK economy is so unstable right now. Companies are finding it hard to hire the extra workers they need to handle the increase in business that comes with the end of coronavirus lockdowns.

Britain has more people leaving the workforce than almost anywhere else in the world, even though there are a record number of job openings.

There were 360,000 less people at work last month than there were before Covid hit in February 2020. That's partly because the number of people under 65 who don't have or want a job went up by 450,000 (Bloomberg UK).

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