



Applied Leadership and Management Outreach

Module Assignment Submission

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Table of Contents

Define a complex problem in the workplace, including its scope and impact	3
Analyse information on the identified problem, to help inform the decision making process.....	3
Propose a range of alternative solutions to the problem	4
Using a decision making technique, evaluate a range of solutions to identify the most appropriate option.....	6
Develop a detailed plan for implementing the solution	8
Communicate the plan to relevant stakeholders.....	9
Assess appropriate monitoring and review techniques to ensure successful implementation of solution.....	10
References	11
Appendix 1.....	12

Define a complex problem in the workplace, including its scope and impact

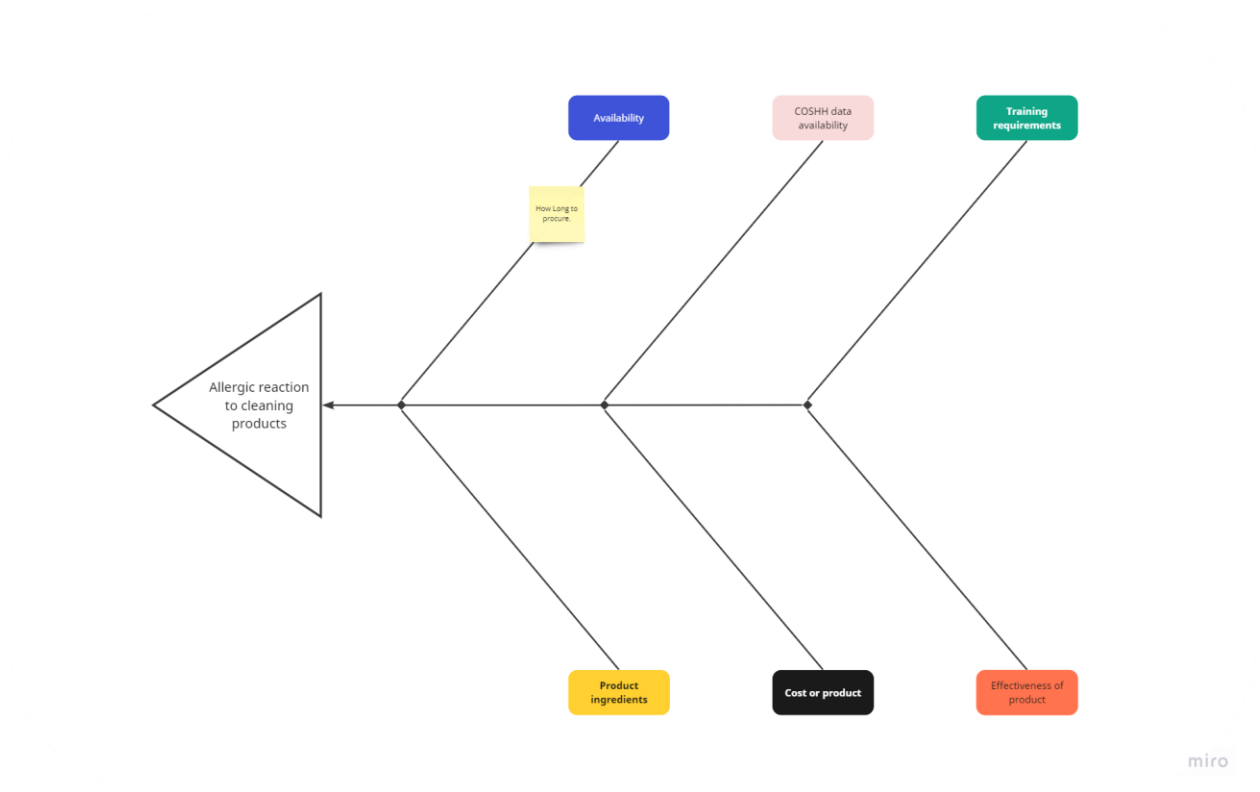
A complicated problem is a task that consists of multiple interconnected components, considerable levels of uncertainty and ambiguity, and typically calls for a multidimensional strategy in order to be solved. complicated problems can be difficult to solve because of these characteristics. These problems frequently have no obvious solutions, and there may be several parties involved, each of whom has their own unique perspective and set of interests.

One of the more complicated issues that has arisen in my cleaning company and for which I have to take extra precautions is related to the components that are present in the products. Because this is something that might happen on a regular basis, I have a responsibility to guarantee that my products are safe while also taking into account the benefits of cleaning and the shelf life of the items that I use. If I let a customer who is allergic to one of my products come into contact with that product, it is possible that the consumer will go into anaphylactic shock. I need to make sure that the product that is utilised is easily accessible so that I do not run into any problems with the procurement process, and I also need to look for the most efficient solution possible so that I can maintain my profitability. I am making every effort to find a speedy solution to this issue in order to protect the wellbeing of my clients and to continue earning a living.

Analyse information on the identified problem, to help inform the decision making process

The problem that has been detected has the potential to result in a loss of clients who are dissatisfied with the service that I provide and may also result in a severe allergic reaction such as anaphylactic shock. If you are need to make regular adjustments to a product in order to satisfy the requirements of the consumer, this can not only be expensive, but it can also result in excessive waste, which is terrible for the environment. To guarantee that I have minimal downtime, it is imperative that I consider the locations from where I can obtain the goods. Not only must it be easily accessible, but placing an order for it must also be straightforward. In order to assist me in making a decision, I have read quite a few evaluations concerning a variety of products.





Propose a range of alternative solutions to the problem

A number of different solutions that I have identified are the following

- To provide all customers with a questionnaire to understand their needs
- To ensure that I check all COSHH records for products I use and supply them to the customer when uncertain.
- Do nothing and hope that no issues arise.
- Use natural, non-toxic cleaning products: Opt for cleaning products that are labeled as hypoallergenic, fragrance-free, and made from natural ingredients. These products are less likely to trigger allergies compared to conventional cleaning agents.
- Make your own cleaning products: Consider creating your own cleaning solutions using simple ingredients like vinegar, baking soda, and lemon juice. These homemade cleaners are often less irritating and can be a cost-effective and eco-friendly alternative.

- Wear protective gear: When using cleaning products that may cause allergies, such as strong disinfectants or bleach, wearing protective gear like gloves, masks, and goggles can help minimize exposure and reduce the risk of allergic reactions.
- Improve ventilation: Ensure good airflow in your home by opening windows or using fans while cleaning. Proper ventilation helps to dissipate any fumes or irritants from cleaning products, reducing the chance of allergic reactions.
- Test products before use: If you're unsure about a cleaning product's potential to cause allergies, perform a patch test on a small, inconspicuous area before using it extensively. This will help you determine if you have any adverse reactions to the product.
- Seek allergy-friendly brands: Look for cleaning product brands that specifically cater to individuals with allergies or sensitivities. These brands often prioritize using hypoallergenic ingredients and avoid common allergens.
- Use microfiber cloths or steam cleaners: Microfiber cloths can effectively capture dust and allergens without the need for chemical cleaners. Steam cleaners, when used properly, can also help sanitize and remove allergens from surfaces without the use of harsh chemicals.

Any solution I look to implement needs to be SMART

1. Be specific: Determine which cleaning products, in particular, are responsible for causing allergic responses, such as those that contain strong chemicals, perfumes, or allergens already known to science.
2. Establish a target that can be measured, such as the number of allergy-inducing cleaning products or the percentage of them that you plan to replace within a particular amount of time. For instance, within the next three months, please replace eighty percent of the allergen-triggering cleaning products that I use in my company.
3. Attainable: Make sure that your objective is reasonable and doable, taking into account the availability of alternative cleaning products that are appropriate for people who suffer from allergies. Conduct research to determine which hypoallergenic, fragrance-free, and non-toxic alternatives are consistent with your requirements for cleaning, and then select those choices.
4. Make sure that your target is relevant to your ultimate purpose, which should be to decrease the number of allergic responses that are brought on by cleaning goods. Think about the potential advantages of using cleaning solutions that are safe for people with allergies, such as reducing the severity of respiratory problems, reducing skin irritations, and improving general health.
5. Time-bound: Determine a particular amount of time that must pass before you can consider your goal accomplished. For instance, within the next half year, I will switch out all of the allergy-inducing cleaning products that I use in my company for more appropriate alternatives.

Using a decision making technique, evaluate a range of solutions to identify the most appropriate option

I decided to do grid analysis to decide which product I would choose.

Grid analysis, also known as decision matrix analysis or Pugh matrix analysis, is a decision-making method that use a set of criteria to assess and compare several options or alternatives. Other names for this technique include Pugh matrix analysis and grid analysis. It provides a methodical approach to decision-making by allowing the user to give points values to a variety of criteria and then score each option in accordance with those values.

The first step in the process is to identify the criteria that are pertinent to the decision that has to be made. These criteria could be quantitative in nature or qualitative, depending on the kind of choice that needs to be made. The significance of each criterion is shown by the weight that is assigned to it. The preferences or priorities of the person making the choice are represented by the weights.

After that, the choices or alternatives are laid out in a horizontal fashion across the very top of a grid, and the criteria are laid out in a vertical fashion along the very left side of the grid. After then, each possibility is evaluated in light of each criterion, and a score is assigned according to the degree to which it satisfies the criterion in question. In most cases, numerical or qualitative scores are used for the ratings.

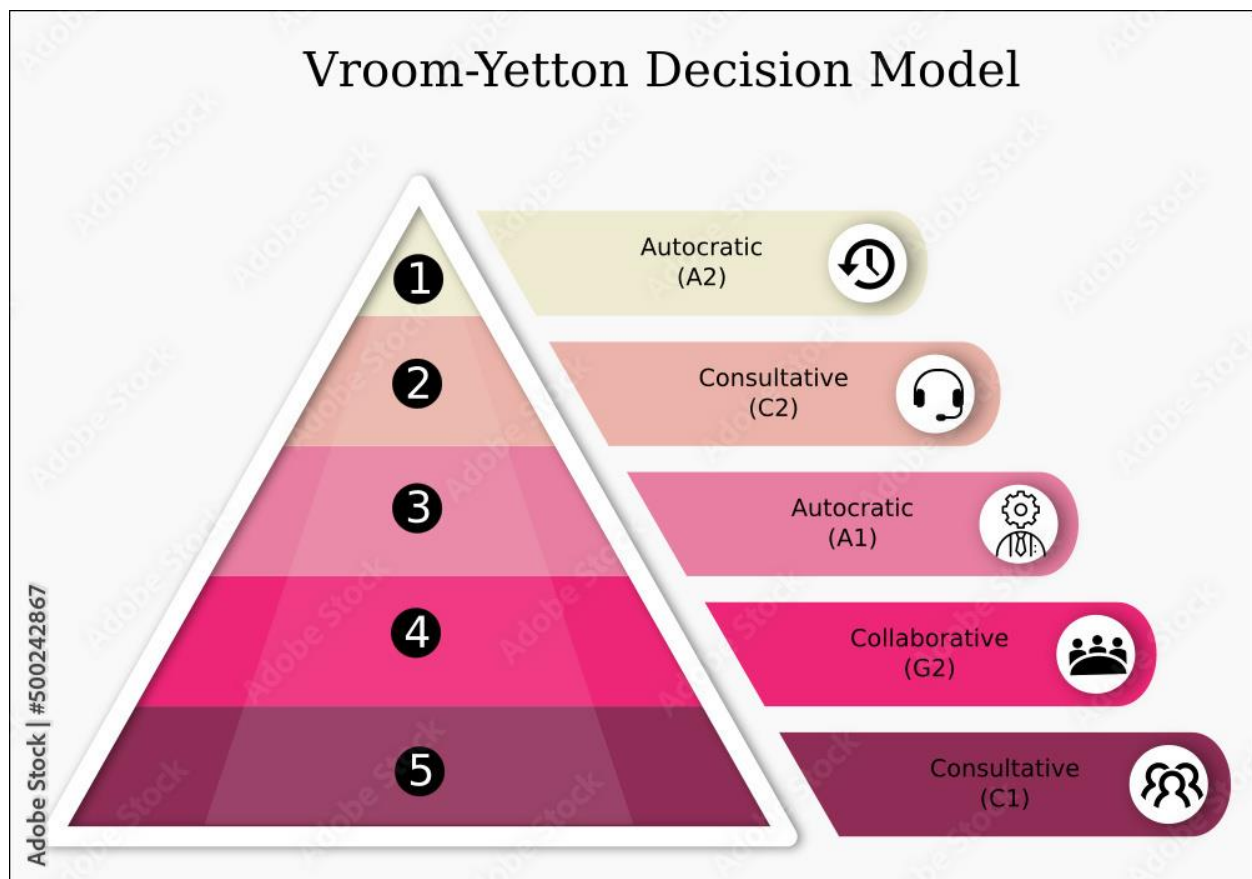
In the end, the scores are multiplied by the weights that are linked with each option, and the resulting products are combined together to provide a final score. The alternative that received the highest total score is considered to be the one that should be chosen whenever possible.

Grid analysis is a useful tool for organising complicated issues, evaluating alternatives in an objective manner, and fostering more open and honest decision-making processes. It provides a graphical representation of the decision-making process, which enables the relevant parties to appreciate and discuss the rationale behind the final choice.

Grid Analysis

	Alternatives					Weighting of Factors
	smol	Ecover	Delphis Eco	Kit&Kin	Biolindo	
Price	4	4	1	5	4	5

Environmentally friendly	5	5	5	5	5	1
Reviews	4	3	2	3	3	2
Procurement	3	5	3	2	2	4
Range	5	5	4	2	5	3
Overall Weighted Score	60	66	38	50	54	



Whilst my business is currently a small business I find that the Vroom/Yetton decision making model is a good one to work with.

1. As I work on my own most of the time it would be easy for me to just make a decision in the best outcome on my own
2. I find that luckily as a small business there are many areas that I can look to for help and I will quite often look at other cleaning companies to see what they do.
3. Using the knowledge that has been given me to now make the ultimate decision.
4. Collaborating with other cleaners and understanding the processes they put in place.
5. Consulting with my clients and finding what suits them best. Gathering feedback regularly from them to ensure that my products and processes remain current.

Develop a detailed plan for implementing the solution

I always begin by defining my aim, which in this case was to seek the best solution to ensure that I had the best products to ensure that customers would not have allergic reactions to my products and that I would be able to maximise profit by not having product wastage. I start every plan by establishing my goal. In this case, my goal was to seek the best solution to ensure that I had the best products to ensure that customers would not have allergic responses to my products.

If I wanted to avoid having to use different goods for different consumers, the easiest way for me to do this was to examine all of the products that are now available on the market and look for the ones that had the fewest amount of chemicals.

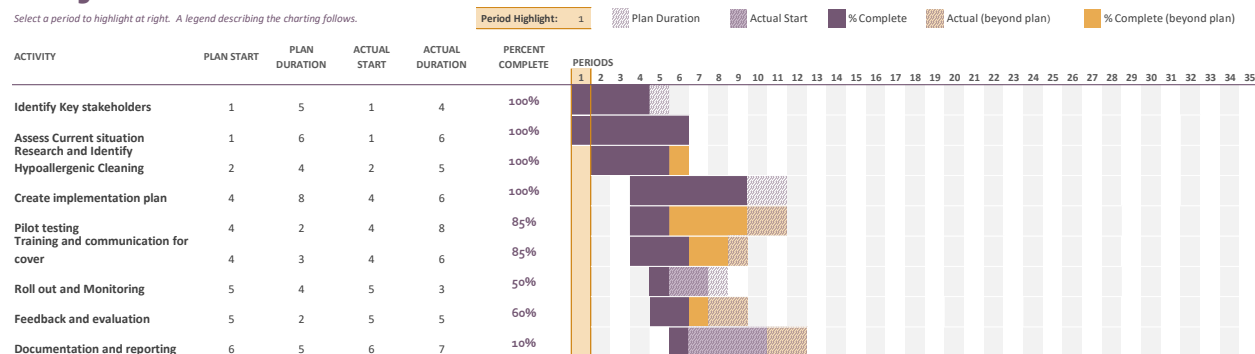
This did come with a few potential downsides, such as the possibility that some of my clients still have sensitivities to the components found in my goods. If the customers were unhappy with the product's quality, I might lose some of my customers as a result. If I went with a more expensive product that turned out to be inappropriate, it would be another way to cut into my earnings.

I make sure to arrange milestones so that I can monitor how far along the plan I am. This allows me to stay on top of any activities that need to be completed, such as confirming with clients that they are pleased with the level of quality provided.

I make use of to-do lists to ensure that I don't veer off course and to ensure that I always provide additional time for interdependent factors such as clients not responding questionnaires in a timely manner.

I always make sure that I have time outside of my cleaning hours to finish these jobs so that they don't interfere with the normal operations of the business. To guarantee that I am making a profit from my business, I keep lists of products and prices using applications like Excel.

Project Planner



Communicate the plan to relevant stakeholders

Various criteria could be utilised to determine the pertinent stakeholders and their communication requirements prior to developing a communication plan. Considering the individuals who may be impacted by our activities, who may have the ability to control or exert influence over us, or who may be interested in the pertinent subject at hand when identifying stakeholders. To create a successful communication plan, stakeholders should be prioritised based on their respective influence and/or

interest in the problem at hand. Additionally, it is preferable to do a thorough analysis of the stakeholders to comprehend their traits and discover their history.

As a small business, my primary stakeholders are my customer, I also need to consider the companies that I buy my cleaning products from.

Once the relevant stakeholders have been identified, the next stage is to learn more about their preferences for communication channels, their informational and communicational needs, and the significance of winning their cooperation and support. The emphasis given to a single stakeholder in the communication plan will increase in direct proportion to how important that stakeholder is. The manner of communication and the channels to be used will also depend on the sort of communication. Personal or confidential information, for instance, is better suited to private communication methods like face-to-face interaction.

I have different customers of all ages and always ensure that I tailor the communication to their style some of the older customers prefer face to face and some of the younger customers prefer email or text.

It is advisable to use a variety of communication channels because different stakeholders may use different channels and have different communication demands. For instance, certain stakeholders would want the chance to speak up in person meetings but would also prefer to get real-time information on all the pertinent advancements. Face-to-face interactions are one type of communication route.

If I have a change in product for any reason I always tell the customer in a timely manner and communicate with them in the preference that they advised me on.

Stakeholders	Deliverable	Frequency	Priority	Owner	Preferred
Customers	Change of product updates	Monthly	High	Angela	Email/pho
Cover staff	Staff update	Weekly	High	Angela	team mee
Supplier	product requirement change	Quarterly or as needed	Medium	Angela	Email

Assess appropriate monitoring and review techniques to ensure successful implementation of solution

I have used a number of different techniques to monitor the progress of the implementation of the hypo allergenic products, such as action plans, gantt charts and communication plans which call all be seen above. I regularly check on progress and adapt them when necessary.

I set a high standard for the products and I am regularly reviewing feedback from the customers and cover staff, where a problem is identified I seek a solution, one such circumstance was when the product

became unavailable from my usual supplier I sourced a new supplier that could be used in the interim and distributed the details of this to all cover staff.

Setting Specific, Measurable, attainable, Relevant, and Time-Bound Goals: Clearly describing my objectives and breaking them down into specific, measurable, attainable, relevant, and time-bound (SMART) goals ensures objectives are attainable and in line with my overall approach.

I implemented key performance indicators (KPIs) that indicate your progress towards your objectives. These indicators are measurable and directly related to my end goal. I establish Baselines: Before I began tracking progress, establishing baseline measurements for your KPIs. This provided a starting point for comparison and helps me gauge the effectiveness of your efforts.

I regularly go back to my Gantt chart and check on progress, I also set to do lists to remind me when this needs to be done. This allows me to identify any trends and apply improvements to process if necessary.

I provide key stakeholders, and cover with progress updates. Clear and straightforward reporting keeps everyone informed and on track with the overarching goals.

If my progress is falling short of my goals, I determine why and take corrective action. This includes changing cleaning methods, reviewing suppliers or rewriting objectives. Regular monitoring allows me to detect problems early and make necessary modifications.

I use the insights gained from monitoring progress to refine my products and improve cleaning effectiveness. I learn from both successes and failures to optimise my strategies.

References

[Vroom-Yetton Decision Model is a decision-making tool based on situational leadership. Infographic template Stock Vector | Adobe Stock](#)

Appendix 1