

## Making Business Improvements through better Decision Making

### COURSE SCHEDULE

---

09.00 Registration – Tea/Coffee

---

09.30 **Induction**  
Welcome, Introductions, Housekeeping

---

10.00 **The business of solving problems**  
Analysis  
Defining problems  
Advantages and disadvantages  
Gathering intelligence & information  
Identifying possible causes and solutions  
Working and testing solutions  
Making the decision  
Monitoring the results

---

11.00 Break – Tea/Coffee & Pastries

---

11.30 **Making Rational Decisions**  
Analysis  
Define decisions to be made  
Establishing & classifying objectives  
Classify the Objectives  
Define the 'wants' & 'musts'  
Generating, testing and applying alternatives  
Apply the Alternatives to the Requirements  
Weighting & Scoring  
Provisional and final decisions

---

12.45 Buffet Lunch

---

13.30 **Decision making tools**  
Cost benefit analysis  
Decision making  
Fishbone analysis/Ishikawa/Cause & Effect  
Flow charts  
Force field analysis  
Paired comparison  
Pareto principle  
Six thinking hats  
SWOT analysis

---

14.30 Break – Tea/Coffee & Biscuits

---

15.00 **Open systems thinking**  
Exploring the problem(s)  
Define the system  
Building models from your definitions  
Compare the models with the real world  
Identifying possible actions  
Implementing the selected action(s)  
Repeat cycling for continuous improvement

---

16.00 Mop-up, summaries & future resources  
Online resources, evaluation sheets, etc.

---

16.30 Closure  
Tea/Coffee & Informal Networking

### RESOURCES

---

#### Hand-outs

- Self-assessments
- Case studies

#### Complementary online resources to download

- Glossary
- E-book containing course detail
- Do's & Don'ts