
Overview

This standard is about evaluating and solving business problems. It includes identifying, prioritising and analysing the problem, assessing the risks that it poses and its likely impact if not resolved, planning how to solve it and putting the plan into action, using support and feedback from others where necessary. It is for administrators who evaluate and solve business problems as part of their role.

**Performance
criteria**

- You must be able to:*
- P1 recognise when a business problem exists
 - P2 verify own understanding of the business problem
 - P3 identify reasons for the business problem occurring
 - P4 assess the risks posed by the business problem and likely impact if not resolved
 - P5 analyse the business problem, gathering additional information as necessary
 - P6 discuss the business problem with others
 - P7 assess the relevance and importance of the factors contributing to the business problem
 - P8 prioritise business problems according to their importance/complexity/impact/urgency
 - P9 develop and justify an approach to solving the business problem
 - P10 plan a chosen way of solving the business problem
 - P11 decide how to recognise when the business problem has been solved
 - P12 agree the plan with the appropriate authority
 - P13 put the plan into action
 - P14 gather the required resources to solve the business problem
 - P15 use support and feedback from others to help solve the business problem
 - P16 systematically review progress towards solving the business problem, adjusting the plan as necessary
 - P17 evaluate own approach to solving the business problem, identifying other approaches which may have been more productive

Knowledge and understanding

You need to know and understand:

- K1 how to recognise when a business problem exists
- K2 how to identify the potential causes of a business problem
- K3 ways in which risk or consequences can be assessed
- K4 how to analyse business problems and assess the relevance and comparative importance of the factors contributing to them
- K5 problem-solving techniques
- K6 organisational policies and procedures that need to be taken into account
- K7 legal or regulatory requirements that may need to be taken into account
- K8 planning techniques
- K9 resources needed to solve business problems
- K10 reasons for using support and feedback from others
- K11 the value of systematically reviewing progress and adjusting plans as necessary
- K12 how to recognise when the business problem has been solved
- K13 how to evaluate the approach to solving the business problem

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Additional Information

Skills

1. analysing
2. communicating
3. decision making
4. evaluating
5. organising
6. planning

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