

S303: Solve business problems

Overview: Identify, analyse, plan and solve business problems,

Links: All categories

Specific skills:

- Analysing
- Organising
- Working with others
- Communicating
- Planning
- Decision-making
- Evaluating
- Problem-solving

Performance Indicators

1. Recognise when a business problem exists
2. Confirm the business problem is understood
3. Identify reasons for the business problem occurring
4. Analyse the business problem, gathering additional information as necessary
5. Discuss the business problem with others
6. Develop and justify an approach to solving the business problem
7. Plan chosen approach to solving the business problem
8. Decide how to recognise when the business problem has been solved
9. Agree the plan with the appropriate authority
10. Put the plan into action
11. Use support and feedback from others to help solve the business problem
12. Systematically review progress towards solving the business problem, adjusting the plan as necessary
13. Evaluate the approach towards solving the business problem, evaluating other approaches which may have been more productive

Knowledge & Understanding

- A. How to recognise when a business problem exists
- B. How to identify the potential causes of a business problem
- C. How to analyse business problems
- D. Problem-solving techniques
- E. Organisational policies and procedures that need to be taken into account
- F. Legal or regulatory requirements that may need to be taken into account
- G. Planning techniques
- H. Reasons for using support and feedback from others
- I. The purpose and benefits of systematically reviewing progress and adjusting plans as necessary
- J. How to recognise when the business problem has been solved
- K. How to evaluate the approach to solving the business problem