

S403: Evaluate and solve business problems

Overview: Identify, analyse, assess, plan, solve and evaluate business problems.

Links: All categories

Specific skills:

- Analysing
- Communicating
- Decision-making
- Evaluating
- Organising
- Planning

Performance Indicators

1. Recognise when a business problem exists
2. Verify own understanding of the business problem
3. Identify reasons for the business problem occurring
4. Assess the risks posed by the business problem and likely impact if not resolved
5. Analyse the business problem, gathering additional information as necessary
6. Discuss the business problem with others
7. Assess the relevance and importance of the factors contributing to the business problem
8. Prioritise business problems according to their importance/complexity/impact/urgency
9. Develop and justify an approach to solving the business problem
10. Plan a chosen way of solving the business problem
11. Decide how to recognise when the business problem has been solved
12. Agree the plan with the appropriate authority
13. Put the plan into action
14. Gather the required resources to solve the business problem
15. Use support and feedback from others to help solve the business problem
16. Systematically review progress towards solving the business problem, adjusting the plan as necessary
17. Evaluate own approach to solving the business problem, identifying 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. Ways in which risk or consequences can be assessed
- D. How to analyse business problems and assess the relevance and comparative importance of the factors contributing to them
- E. Problem-solving techniques
- F. Organisational policies and procedures that need to be taken into account
- G. Legal or regulatory requirements that may need to be taken into account
- H. Planning techniques
- I. Resources needed to solve business problems
- J. Reasons for using support and feedback from others
- K. The value of systematically reviewing progress and adjusting plans as necessary
- L. How to recognise when the business problem has been solved
- M. How to evaluate the approach to solving the business problem