Resolution Policy

The following techniques must be adopted when approaching problems that the business may experience. A methodical approach will be adapted when approaching problems and issues in the business. Before approaching any business issues a well thought-out plan must be in place to avoid making rash decisions.

Identify the Problem

As soon as the business stakeholders pick up that something is not right in the business, they must take the time to identify exactly what the problem is. The problem must be investigated and described in detail so that there is a clear picture of who or what disrupts the profitable flow of your business operations.

Describe the Cause

Why does the problem occur in the business? Identifying the problem doesn't tell you the cause. For example, if an employee constantly disrupts meetings, after investigating stakeholders may find out that the employee feels that their talents get overlooked. After becoming aware of the problem stakeholder can thereafter address this matter before the problem is escalated. Another example is if clients complain about the response time for feedback on queries, after investigating stakeholders may discover that the employee has a high workload and cannot get through the queries in the expected turnaround time. This matter can be addressed by stakeholders before the problem is escalated and has a negative impact on the business. Finding the cause will suggest solutions.

Brainstorm Solutions

When problem-solving don't' settle for the first instinct. Think and make note of all the possibilities for solving a problem. For example, firing a problem employee could solve a morale problem, but moving that employee could make better use of their talents and boost morale once again. Another example may be a bad debt that is identified and reoccurs each month. The first thought might be to demand payment on all outstanding accounts receivable, but another option is for the business to consider renegotiating or extending the due date which could easily resolve the difficulty.

Implement One Solution

Pick the one solution that seems most likely to solve the problem and seems least likely to cause further problems. Use a matrix to measure all of the possible solutions and settle on one. Once the business makes its decision, commit fully to it and do not second-guess.

Monitor the Solution

Measure the effects of the solution chosen. Monitor the problem to check if it is solved completely, and ensure that it does not present new difficulties. If the monitoring reveals that the choice of solutions was incorrect, switch immediately to a new solution.