

IMS CORP. WISE

Analytical Problem Solving


Recipes for Use & Betterment

empowering business for today and tomorrow

WISE

Moving Passed the Black Art

- Repeatable process with a recipe to follow
- Culture to
 - Support accountability
 - Reward responsibility
 - Penalise problem passing
 - Drive resolution
 - Support ownership
- Skills for
 - Innovation
 - Creativity



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WISE

Moving Passed the Black Art

- Leadership for
 - Vision
 - Empowerment
- Pro-active management of
 - Issues
 - Risks
 - Expectations
- Communication of
 - Outcomes
 - How much you care



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Recipe for Problem Solving

Defining the Problem

Priorities

Solving the Problem

Managing the Problem

- Root cause analysis
 - Address symptoms v causes
 - Implement pragmatic solutions
 - Solve strategically
- Urgent v Important
 - 80-20 rule
 - Risk and cost
- Brake it down into manageable components
 - Define outcomes
 - Define timeframes
 - Solve one step at a time
 - Consistency, persistency, completeness
 - Follow through
- Expectation management
 - Learn from set backs and errors
 - Communication and commendation
 - Actionable reporting
 - Do it once properly



Root Cause Analysis

- Focus on customer need
- Source identification
- End-to-end modelling
- Hand-off quality analysis
- Relationship analysis
- Impact analysis
- Actionable outcomes



Pragmatic vs Strategic

- Urgent vs Important
- Practical align to strategic
- Practical becomes strategic
- Address cause NOT symptoms
- Show progress
- Inclusion of errors learned



Moving Forward

- Take most difficult area
- Break out into issues
- Initial focused piece of work
- Control scope, impacts and dependencies
- Outcomes and expectations
- Skill and expertise transfer
- Road map next step



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Questions



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