Chapter review

[Name of the student]

[Name of the institution]

Decision-making process starts from identifying some problems related to the workplace or personal life. Various solutions to these problems will then be suggested and the most appropriate alternative will be chosen and implemented. Decisions can be programmed or non-programmed based on the circumstances under consideration. Some problems come up again and again over a period of time while others occur less often. The recurring problems will have a set solution available with the company that will be used time and again. Anon-programmed decision will have to be taken in an emergency situation when such a problem arises that has not been faced by the company before. The problem must also have important consequences on the company in terms of sales or other performance measures so that a non-programmed decision can be implemented.

The first step is to identify the existence of some problem in any given organization. This problem may be that the organization is facing a decrease in the productivity of its workers. The manager will use the funnel approach to find out that the staff lacks the technical skills to carry out the necessary production activity. There can be a large number of decisions that can be considered by the company but some of these decisions will be skipped because the company will not have sufficient resources to implement them. Some alternatives will not set within the goals and objectives set by the company so they will be eliminated. Whatever option is implemented by the organization, its consequences should be studied with the help of a control and evaluation system. The feedback will be gathered to know if the desired outcomes have been achieved and if there is some discrepancy seen, the organization should be able to make suitable adjustments to the decision taken and improve that according to the requirements of the organization. All the alternatives have certain risks involved with them that have to be considered while implementing them. (Warren R. Plunkett, 2012)

# **Reference**

Warren R. Plunkett, G. S. (2012). Making Decisions. In G. S. Warren R. Plunkett, *Management.* Cengage Learning.