



## Problem Solving and Decision Making for Effective Leaders

**Date : 27th – 28th October 2015 (Tue & Wed)**  
**Time : 9.00am - 5.30pm**  
**Venue : T Circle 51, Jalan SS 9a/19, Sungai Way, 47300 Petaling Jaya, Selangor**

### OUTLINE

- Situation Appraisal & Problem Analysis
- Decision Models
- Case Studies
- Applying Tools and Techniques  
*RCA, 5W, 80/20 Principle, PSD, L-Chart, 8D, QIC, Gap Analysis*
- Effective Implementation



**RICARDO G. TAPEL**  
President and Founder  
TCCS Corporate Consultancy  
MBA, MSc Eng.

Ric is a seasoned Consultant and Lecturer in the field of Corporate Management and Business Development. His mature experience in strategic development of People, Process and Productivity stems out of his three decades of organizational leadership in the high-growth electronics industry. His pragmatic views and approaches are borne out of his exposure both as a hands-on manager of pioneering projects as well as being a corporate Director of large multinational companies engaged in the competitive and fast-evolving technology market. Ric specializes in the application of corporate-wide programs such as TQM, ISO, MDP and Lean Management .

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The success of every business endeavor is determined by the quality of decisions made both in the boardroom and in the shop-floor. It hinges on the ability of its people to decide over and confront the challenges of the day-to-day business as well as its long term goals. Thus, the professional competency to decide wisely and to address business issues effectively are imperative to prevail both in business as well as in personal career.

### COURSE OBJECTIVES

- Apply decision-making and problem-solving skills for business and technical decisions
- Apply models for problem solving and decision making to emergency management scenarios
- Analyze your personal attributes and relate them to your decision-making style
- Learn the attributes and considerations of an effective decision maker
- Explain how the ethics of a situation can affect decision making

### KEY BENEFITS

- Learn to isolate problems from noise data
- Conduct root cause analysis on complex problems
- Make tough decisions aligned with operational priorities
- Identify and plan for the resolve high-priority issues
- Mitigate risks, maximize opportunities and test your solutions.
- Problem Solving and Decision Making techniques are derivatives of Strategic Management and are consistent with corporate programs, i.e. TQM, ISO, MDP, Lean 6-sigma

### WHO SHOULD ATTEND?

General Managers, Business Owner, Finance, Engineering, Project, Program, Portfolio Manager, Business Analyst and Consultant who are required to troubleshoot, make decisions and implement plans that influence the successful result of business or any project.