



COURSE CODE: DLM 111

COURSE TITLE: PROBLEM-SOLVING AND DECISION-MAKING

END OF SEMESTER EXAMINATION (MAY – AUGUST 2024)

SECTION A: ANSWER ALL QUESTIONS FROM THIS SECTION:

1. (a) Define the following terms as used in problem-solving and decision-making
 - (i) Problem (2 marks)
 - (ii) Problem-solving (2 marks).
 - (iii) Decision-making (2 marks)
- (b) State four assumptions of the classical decision theory (4 marks).
2. (a) Name four elements that should be covered in a solutions' implementation plan (4 marks).
- (b) Giving an example for each, explain three types of problems commonly occurring in organizations (6 marks).

SECTION B: ANSWER ANY TWO QUESTIONS FROM THIS SECTION:

3. State and explain five traits of a good problem-solver (10 marks).
4. List and explain five of the six-thinking hats of the root-cause elimination tool (10 marks).
5. The problems we face in life rarely have one easily identifiable cause. Finding their root cause requires creativity! Considering these statements:
 - a) Define structured brainstorming and unstructured brainstorming (4 marks).
 - b) State and explain three steps of a brainstorming process (6 marks).
6. In the context of root cause analysis:
 - (a) List two tools that can be used for systematic data collection (2 marks)
 - (b) Identify and explain four types of sampling techniques (8 marks).
7. (a) State and explain two decision-making models (4 marks).

(b) List three common decision-making biases and for each provide an example of a tactic to avoid it (6 marks).