

PROBLEM SOLVING & DECISION MAKING (PSDM) USING ANALYTICAL METHODS

“Applying Structured Thinking and Data-Driven Tools to Resolve Complex Business Challenges”

Schedule

Date	Venue	Fees (Face-to-Face)
04 - 05 Mar 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

Introduction

Modern business challenges demand more than intuition—they require disciplined thinking and data-backed decisions. Whether you're solving operational issues, evaluating strategic options, or mitigating risk, analytical problem-solving enhances clarity and confidence in high-stakes situations.

This 2-day hands-on course equips participants with structured problem-solving and decision-making methodologies rooted in critical thinking, root cause analysis, and quantitative techniques. Participants will learn to break down complex issues, use analytical tools, and apply logical frameworks to drive effective, evidence-based outcomes.

Objectives

By the end of this course, participants will be able to:

- Understand and apply structured problem-solving frameworks
- Use analytical tools such as Pareto, Root Cause Analysis, and Decision Trees
- Collect and interpret relevant data to support decision-making
- Evaluate alternatives using criteria-based methods
- Make well-reasoned, transparent decisions under pressure

Why Attend

- Learn to resolve problems systematically—not reactively
- Improve your ability to make defensible, data-driven decisions
- Gain confidence in managing complexity and ambiguity
- Enhance collaboration and communication during decision processes
- Walk away with templates and tools to apply immediately in your role

Target Audience

This program is designed for:

- Mid- to senior-level professionals managing projects, operations, or strategy
- Team leaders and department heads
- Analysts, planners, and technical professionals
- Quality, process, and performance improvement specialists
- Anyone who regularly faces business challenges requiring sound decisions

Individual Benefits

Key competencies that will be developed include:

- Critical and analytical thinking
- Structured problem definition and diagnosis
- Root cause and impact analysis
- Option generation and evaluation
- Justification and communication of decisions

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved problem resolution and faster decision cycles
- More consistent and transparent decision-making
- Reduced risk of error or oversight in high-impact situations
- Greater accountability through traceable logic and analysis
- A culture of evidence-based performance improvement

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Frameworks such as PDCA, Kepner-Tregoe, and Pareto
- Case Studies - Business scenarios requiring structured analysis
- Workshops - Root cause exercises, decision matrices, and trade-off analysis
- Peer Exchange - Real-world challenge exploration and solution design
- Tools - PSDM templates, flowcharts, risk registers, and evaluation scorecards

Course Outline

Training Hours: 07:30 AM - 03:30 PM Daily Format: 3-4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Break: 01:00 - 02:00

Day 1: Structured Problem Solving

- Module 1: The PSDM Mindset and Framework (07:30 - 09:30) • Problem-solving vs. decision-making • Steps in analytical thinking • Introduction to common PSDM tools
- Module 2: Defining and Diagnosing Problems (09:45 - 11:15) • Problem statement formulation • Data collection and verification • Tools: 5 Whys, Fishbone Diagrams
- Module 3: Root Cause and Impact Analysis (11:30 - 01:00) • Tracing issues to their origins • Cause-effect logic and verification • Quantifying problem scale and impact
- Module 4: Workshop - RCA Simulation (02:00 - 03:30) • Hands-on root cause analysis of a workplace scenario

Day 2: Analytical Decision Making

- Module 5: Generating and Evaluating Options (07:30 - 09:30) • Brainstorming and solution structuring • Prioritization tools (e.g., Pareto, Effort-Impact Matrix) • Scenario building and cost-benefit logic
- Module 6: Making the Decision (09:45 - 11:15) • Applying Decision Trees and Weighted Criteria • Risk assessment and stakeholder alignment • Justifying and presenting your decision
- Module 7: Implementation and Monitoring (11:30 - 01:00) • Turning decisions into action • KPIs and feedback loops • Course correction and learning reviews
- Module 8: Final Simulation - Decision Challenge (02:00 - 03:30) • Teams work through a full PSDM case with presentation • Peer and facilitator feedback

Certification

Participants will receive a Certificate of Completion in Problem Solving & Decision Making Using Analytical Methods, confirming their ability to diagnose, analyze, and resolve business problems through structured and data-informed processes.

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