

Decision making process, Kuwaiti Danish Company (KDD)

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Abstracts

The first step in process of making decision is identifying the potential issue that organization is facing. In this case the main issue is “low employee motivation” in case of Kuwaiti Danish Dairy Company (KDD). HR manager identified that employees are not performing well and they are indulging in absenteeism and being late, the customers were also reporting complaints regarding bad services of the company. The root cause of this issue was found to be a low motivational level on part of customer service employees. Cont... (1200 words of this report)

Contents

Identification of problem

Identification of decision Criteria

Weight allocation to criteria

Development of alternative solutions

Evaluation of Alternatives

Selection of alternative

Implementation of alternative

Evaluation of decision

Decision that manager make when plan, Organize, lead and control

Programmed vs. Non-programmed decision

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