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Decision Making

Lenore S. Hodges, PhD, RD, CSO, LD
General Conference Nutrition Council

Models of Process




- Deming PDCA
- Carnegie problem solving methodology
- Statistical Quality Control (SQC) or Statistical Process Control (SPC)
- Quality Circles
- TQM – Total Quality Management

Objective: Use a model to manage problems and make decisions to provide order and completeness of final decision.

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Industrial Model: Quality Improvement



- Define the problem
- Plan
 - Get the data
 - Analyze the problem
 - Plan the solution
- "Do" It
- Check -- Measure the change
- Act -- Modify as needed



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Deming PDCA: Quality Improvement


- The PDCA Circle
 - Continuous improvement
 - Repeating the basic cycle
 - As long as significant improvements

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Home Economics Model

- Gather data
 - Internet
 - Consumers Reports
 - Library
- Investigate each alternative, analyze the qualities of each
- Choose the solution
- Evaluate
 - Does it need to be changed
 - Immediate or next time
 - How refine / modify the decision?



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Why Discuss Decision Making?



- KEY ROLE** for a leader
 - Do not fear failure, no need to procrastinate
 - Use structured approach
 - Clarify purpose and remove barriers
- You are the leader in the home & church
 - Clear
 - Consistent
 - In harmony with spiritual beliefs
- Every decision has it's consequences

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How? Suggest 6 Steps

1. Define the problem

- Clarify, elucidate, explain
- Weed out the “noise”, the irrelevant
- Write it out in sentence



2. Assess the implication

- Consider all persons involved, including feelings and emotions
- Conflict of Interest?

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How? Suggest 6 Steps

3. Explore different alternatives

- Analyze qualities of each alternative
- View choices from different angles or with different “lenses”
- Exploring the different perspectives will give you a better “feel” for the best choice
- Too many choices can be paralyzing



4. Re-clarify ideal outcome

- Do not get lost in detail and circumstances
- Use the ideal outcome to shape your choices

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How? Suggest 6 Steps (cont)

5. Finish weighing pros and cons

- List advantages and disadvantages
- Compare alternatives



6. Make the decision and act

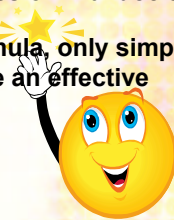
- Commit to the choice
- Make it happen
- Live with the consequences
 - Give permission to be OK with any failings

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Effective Decision Maker

Objective: Use a model to manage problems and make decisions to provide order and completeness of final decision.

There is no magic formula, only simple steps to help you to be an effective decision maker.



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