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### Overview

This standard is about solving business problems. It includes identifying and analysing the problem, planning how to solve it and putting the plan into action, using support and feedback from others where necessary. It is for administrators who solve business problems as part of their role.

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### Solve business problems

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#### Performance criteria

- You must be able to:*
- P1 recognise when a business problem exists
  - P2 confirm the business problem is understood
  - P3 identify reasons for the business problem occurring
  - P4 analyse the business problem, gathering additional information as necessary
  - P5 discuss the business problem with others
  - P6 develop and justify an approach to solving the business problem
  - P7 plan chosen approach to solving the business problem
  - P8 decide how to recognise when the business problem has been solved
  - P9 agree the plan with the appropriate authority
  - P10 put the plan into action
  - P11 use support and feedback from others to help solve the business problem
  - P12 systematically review progress towards solving the business problem, adjusting the plan as necessary
  - P13 evaluate the approach towards solving the business problem, evaluating other approaches which may have been more productive

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#### Knowledge and understanding

*You need to know and understand:*

- K1 how to recognise when a business problem exists
- K2 how to identify the potential causes of a business problem
- K3 how to analyse business problems
- K4 problem-solving techniques
- K5 organisational policies and procedures that need to be taken into account
- K6 legal or regulatory requirements that may need to be taken into account
- K7 planning techniques
- K8 reasons for using support and feedback from others
- K9 the purpose and benefits of systematically reviewing progress and adjusting plans as necessary
- K10 how to recognise when the business problem has been solved
- K11 how to evaluate the approach to solving the business problem

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#### Additional Information

##### Skills

1. analysing
2. communicating
3. decision making
4. evaluating
5. organising
6. planning
7. problem solving
8. working with others

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