

Solve a problem



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Solve a Problem Paper Laura Cud university to Phoenix PHALLI Creative Minds and Critical Thinking Jansen Buckler August 07, 2013 The concept of creativity in processing a strategic plan was not implemented in a professional scenario of consolidating two warehouses together; a consolidation that creates a centralized operation to maintain transparency for customer satisfaction. The creative process has two broad applications to open the thought process of being creative: solving problems and resolving controversial Issues (Ruggeri, 2009).

More to the point the terms problem and issue noticeably overlap; both terms refer to an unpleasant condition that challenges the resourcefulness to provide a satisfactory remedy to an explosive problem. Although the term Issue divides personnel against each other, both sides have created barriers against the opposing party. By evaluating the four stages of creativity will gain an understanding to have a productive project while maintain transparency to the customer. The four stages to creative process that should have applied to a consolidation project begin with (a) searching for challenges (Ruggeri, 2009).

Frequently challenges are presented with issues that create an evidential dilemma. Problems that include longer than expected customer wait time due to multiple warehouses to execute a response of material issue to the customer. To meet this challenges In an original yet effective way management must (b) express the problem or issue to identify the problematic areas for consolidating the warehouses. Recognizing the problems within an issue will yield a plausible solution.

Furthermore having to transport material issue documents between building causing double and sometime triple handling of material hard copy issue documents. Only after the (c) investigating to problem or issue will management discover the pertinent information necessary to deal effectively with customer dissatisfaction of having to wait long periods of time to receive material, especially under urgent conditions. The investigating stage allows the process to be mapped out to see where fresh ideas can be implemented and old processes might be evicted bring about a new and improved management of hard copy documents.

These fresh concepts will be the source of (d) producing ideas that generates credible consideration to decide what action to take in order to mitigate the current customer wait times. Although there are two obstacles to overcome: the unwitting tendency to limit ideas regarding familiar habits and creating barriers to the "unknown" to change (Ruggeri, 2009). The team in our project fell short in this stage, as a team on this consolidation project we taunted ourselves tempting to hold tight to the current processes. It seemed that the new processes were alien and the creativity within this project fell short.

Because we fought the inevitable the turn-around time of the projects cradle to grave life line went from a two month expected closure to a six month lingering of barriers to change. Understanding the techniques used to break down the barriers of change and have a successful consolidation closed the fourth stage of creative processes. The techniques used in this consolidation challenge were trim-fold, stake holders that included the employees, management, and customers. Both employees and management was observant to the change that was occurring.

Both parties were involved in his or her internal reveries causing them to miss the bulk of what was causing the change to occur. The customers were frustrated by observing the constraints in receiving materiel and watching the installation fall apart due to miss-communication between employee and management. Management was looking for the imperfection in the current processes and provided training to the employees before the change was executed. All three parties saw imperfections of their own and learned how to handle those changes when they searched for their causes.

Management had to be sensitive to the implications of this consolidation and recognize the controversy from the change. To properly investigate the currently problem, management must first identify the problems that need to be solved. Management had to search out the facts behind the change; they would use eye witness testimony from the customer (Ruggeri, 2009). This testimony will give the customer a chance to vent their frustrations. Expert opinions from other entities that have consolidated their processes to see where their problematic issues were and what worked smoothly.

Conduct surveys with the employees who would experience the change in the processes and how that will affect daily production. Finally management shall review their own experiences to see where in the problem lays on their end. By taking in all these prospective will allow management to have a 360 degree view of the problem and possible solutions to resolve the constraints in the consolidation project. Questions to be answered before the consolidation can be implemented: * What will the new management hierarchy look like? How will the new processes fall into the old processes of issuing materiel? * Will we still use hard copy documents? * How will the

customers be affected by this change? * How will the customer overcome their current frustrations? To better understand the problem behind this consolidation project, the stakeholders were on the verge of experiencing a change that had a variable of unknowns. Yes, the consolidation would reduce the turn-around time for the customers to receive their material, and the use of hard copy documents prolonged the issues rates.

There were several advantages for technology and computerized documents to expedite the material issues. Although the hierarchy would change moving employees into a centralized location, the employees would see a minimal impact because the management system was not going to change just the location. The new processes would fall into the old process nicely due to the computerized issue documents and the track-ability of the eateries will show a positive chain of custody with an exchange of hands.

The Old hard copy documents cause constraints with the loss to paperwork and past issue to material. Currently there are no hard-copy documents they were resolved when the documents became electronic. The customers will experience a bottle neck effect during the consolidation but once the material is moved into the new building it will have a stronger turn-around time. The customer will overcome their frustration by keeping an open line of communication and give an advance notice of intent with urgent items that need to be expedited.

At the conclusion of this project it was noticed that the issues were customer constraints and the loss of material transparency during the move. And the lessons were that communication between the stakeholders kept the material

movement seamless, as well as the advances in technology. Ultimately this project was a success, although if we would have used the creative process within our implantation we would not have experience the various constraints. References Ruggeri, V. R. (2009). The art of thinking: A guide to critical and creative thought (9th deed.). New York, NY: Pearson Longhand.