



**PROBLEM SOLVING AND DECISION  
MAKING**

November 28 - December 1, 2017

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## PROBLEM SOLVING AND DECISION MAKING

In today's fast paced corporate setting, managers increasingly face situations that require critical decision making in an atmosphere of uncertainty and time pressure. Breaking down a problem and assessing the outcomes of different options is neither simple nor straight forward. High-quality decisions are essential for strong business performance, but only a few people get the training they need to make good decisions consistently, with clarity and confidence.

Using a unique blend of case studies, role plays and experiential exercises, the 4-day program provides an unparalleled opportunity to acquire skills and techniques essential for making high-quality decisions and solving problems effectively. Participants will build competences by learning how to work on the right problem, develop and structure objectives, understand the consequences, and make appropriate tradeoffs using several problem solving and decision making tools.

### PROGRAM BENEFITS

During the program, the participants will develop an understanding of;

- Essentials of rational decision making
- Decision analysis procedures in resolving problems
- Analytical frameworks for framing problems and weighing alternatives
- Breaking down complex decisions into manageable parts and analyzing possible alternatives for making rational trade-offs
- Dynamics of group decision making
- Leading the decision-making process, building collaboration with multiple stakeholders
- How moral principles and ethical considerations impact decision making

Program Date:	November 28 - December 1, 2017
Program Fee:	PKR 100,000
Residential Fee:	PKR 45,000
Venue:	LUMS, Lahore

### WHO SHOULD ATTEND

The program is aimed at middle level managers with responsibilities for decision making and problem solving.

*“The program stimulates learning and instills a very structured approach towards decision making. I have found this program to be very useful for both professional and personal growth in the long haul.”*

Ahmed Ali  
Monsanto Pakistan

*“The program offers the right approach to the day to day challenging business decisions with the help of this top-of-the-line faculty and an exceptional teaching methodology.”*

Shahjahan Hashmani  
Engro Eximp

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## ***PROGRAM DIRECTORS***

### ***JAMSHED HASAN KHAN***

Professor, Operations Management  
PhD, University of Texas at Arlington  
MBA, University of Texas at Arlington

#### ***Research Interests:***

Project Management; Productivity; Quality Management; Supply Chain Management; Six Sigma and Developing a Customer Centric Culture

### ***MUHAMMAD SHAKEEL SADIQ JAJJA***

Assistant Professor, Operations, Technology and Innovation  
PhD, Lahore University of Management Sciences

#### ***Research Interests:***

Supply Chain Management; Technology and Innovation in Supply Chain Relationships; Social and Environmental Compliance in Supply Chain Relationships; Operations Management; Family-Run Businesses; Retail Management

## ***PROGRAM FACULTY***

### ***ARIF IQBAL RANA***

Associate Professor, Operations Management  
PhD, Rennselaer Polytechnic Institute

#### ***Research Interests:***

Project Management; Quality Management; Supply Chain Management; Scheduling & Transportation; Mathematical Modelling in Production; Family-Run Businesses; Retail Management

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## TERMS AND CONDITIONS

### ADMISSION PROCESS

Applications will be screened with regard to their suitability for the program. Kindly ensure the submission of your online application by the deadline. Our online application form is available at <https://redc.lums.edu.pk/program-calendar>

*\*Seat in the program will be reserved on a first-come, first-serve basis.*

### PROGRAM FEE

The fee includes tuition cost, reading material, tea and lunch served during the program. If you wish to avail accommodation at LUMS, there will be additional fee. It includes accommodation, breakfasts and dinners for the duration of the program. However, any extra charges such as telephones, extra meals etc. should be paid on departure. You may check-in on the evening preceding the start date of the program and check out the morning after the program ends. You are, however, requested to inform us of the time of your arrival and departure.

### ACCOMODATION

We offer single bed accommodation at the Rausing Executive Centre. Each bedroom with attached bathroom is equipped with mini-fridge, writing desk and direct dial STD/ISD telephone and cable TV. All bedrooms at REC are internet-ready. *Please note we do not provide accommodation for drivers accompanying participants.*

### PAYMENT

Payment is due upon receipt of the acceptance letter along with the invoice. Please ensure that the payment reaches the office BEFORE the start of the program. Space in the program may only be ensured after we receive the fee.

Our preferred mode of payment is by cheque/banker's draft payable to Lahore University of Management Sciences. Please send the cheque to:

Marketing Manager  
Rausing Executive Development Centre

Lahore University of Management Sciences  
Opposite Sector "U", DHA, Lahore - 54792  
Tel: +92-42-35608119-8243

*\* LUMS is a non-profit organization under the Income Tax Ordinance 2001. Accordingly, the income of LUMS is not tax deductible/collectable.*

### DISCOUNT POLICY

If more than two executives from the same organization participate (up to a group size of 5 participants), each additional participant after the first two gets a 20% discount on the program fee.

### SUBSTITUTES/TRANSFERS AND REFUNDS

If you are unable to attend a registered course, we will accept a substitute until 2 working days before the program. Substitute candidates will be subject to the same selection process as the original one. If you wish to cancel your name from a program, please notify in writing or on call at least 5 working days before the program. In case of late cancellation, course fee will be refunded after deducting an application processing fee of PKR 20,000.

It is possible to transfer deposited fee to any open enrollment program within 3 years. Transfers should be notified at least 5 working days before the program. In case the participant or sponsoring organization fails to utilize the funds within 3 years, the deposited fee will be forfeited.

**Note:** *REDC may cancel or postpone a program due to insufficient enrolment or unforeseen circumstances. In this case, university will refund registration fee but will not be responsible for any other related charges/expenses including cancellation/change charges by airline and travel agencies.*

*In case of postponement, the fee may be transferred to the rescheduled offering of that program or any other program as an alternate to refund. The University reserves the right to make changes in its program policies and fees at any time.*