PERSONAL AND PROFESSIONAL GROWTH : GN5003
Homework - 2
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CS21M037

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Declaration: I have not copied from any other sources.

Question:
You are the mess secretary for your hostel. You decide to institute a new complaint box. Within a week, you have 100 complaints about a variety of aspects. You say that you will address most of the complaints within the month. (It is understood that some complaints cannot be addressed within a month, or maybe never.) What is your action plan and why? Use the concepts in the module in arriving at your answer.

Response:
The most prevalent issue here is the quantity of complaints. We have received 100 complaints and we need to address most of them by 1 month. However we can take advantage of the fact that most of the complaints will be similar and in reality we only need to fix a few problems which will fix all of the complaints. Hence we can utilise the Root Cause Analysis method and identify the unique root causes of the complaints which can be done by clustering complaints based on their similarity. We can then find out the root cause of these main complaints and go ahead with fixing those instead of doing individually for each single complaint.

We can further use the Decision Tree method to identify the decisions/fixes which could impact the most complaints and prioritise those first. Tools like Pareto Chart can be used to rank the main complaints based on how many similar complaints were received. We can then select the top ranking complaints and solve them first.

For example, suppose we need to address 100 complaints, we first cluster them into groups of similar complaints like complaints about timings of mess, complaints about quality of food, complaints about clean water, etc. We then rank

them in a Pareto Chart based on the number of complaints in each category. We pick the top ranked category and suppose it is complaints about clean water, we then identify the root cause of that complaint. It could be that the root cause is using a cheap brand for drinking water. Since if we fix this issue, we can address maximum complaints, we try fixing this first. We can identify the possibility of fixing this by analysing the pros and cons. We can buy water from a better company which would require more money. Hence by balancing the pros and cons, we can identify the optimal solution.

Thus I would form a action plan using various tools and analysis.