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Summary Document
Module 1: Problem Solving Skills
Session 6: Implementing the Solutions

In this session, you learnt about the last step of the four-step problem-solving approach, that is, the implementation of the solution.

Segment 1: Step 4- Implementing the Solutions
In this segment, you learnt that the implementation of the solution involves four steps:

1. **Defining the action plan**: This step further involves:
    - Laying out the tasks and subtasks,
    - Delegating responsibilities to people,
    - Assessing the committed timelines,
    - Reviewing the KPIs and metrics to be examined, and
    - Assessing the risks and their mitigation strategies.
2. **Determining the right KPIs (key performance indicators) and metrics**
3. **Creating POCs (Proofs of Concept)**
4. **Monitoring and reviewing the progress of the action plan**

You then learnt about the difference between KPIs (key performance indicators) and metrics.

KPIs	Metrics
• KPIs measure how effective you are in achieving your desired business objectives and goals.	• Metrics track the status of a specific business process.
• KPIs are of strategic relevance to an organisation.	• Metrics are only relevant to the department or team that is directly impacted by it.

Next, you learnt that KPIs and metrics can be classified into the following:

- Quantitative and qualitative
- Leading and lagging indicators
- External and internal indicators
- Input, process and output
- Financial, operational and timing indicators

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Segment 2: Proof of Concept approach

In this segment, you learnt about the Proof of Concept (POC) approach, which is recommended to implement a solution. This approach helps in:

- Maximising your ability to learn and assimilate feedback,
- Optimum utilisation of time, money and efforts, and
- Validating the usability and feasibility of the solution.

You then learnt, with help of the food vendor example, the differences between a random selection of solutions and the pilot project, which is often called the proof of concept.

Next, you learnt about the different types of feedback:

- Qualitative feedback
- Quantitative feedback

You then understood that customer satisfaction is vital for enhancing and boosting your business; hence, it is necessary to gauge customer satisfaction. This can be done in the following two ways:

- Asking random customers, for qualitative feedback
- Providing a detailed feedback form to all the customers, for quantitative feedback

Finally, you learnt about the project management office. It is the organisation that ensures that a program or a group of projects are successfully implemented. The different elements of a project management office are as follows:

- **Steering committee**: It serves as the head of the program and is responsible for defining, approving and guiding the project.
- **Program management office**: It ensures that the goals are aligned, tracks progress and identifies the issues that arise in the process of the project.
- **Workstreams**: These individuals drive the day-to-day workings of the project and are responsible for their specific package of the work related to the assigned project.
- **Other resources**: These resources are accountable for providing expert inputs on project specifics.

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