Written Assignment Unit 4

I answer each of the following questions:

**1. A summary of the issue. Briefly, what are the key facts of the case study?**

A young procurement manager is faced with the problem that the procurement for which he is responsible is not going well and may be laid off due to delays in the production of his product. Here are some key facts about procurement gone wrong

* The original procurement source has gone out of business and a new source needs to be found
* Two candidates have been found, but the person in charge has decided he/she is not suitable and is trying to find another procurement source

**2. Use of at least one critical thinking strategy or tool to analyze the situation and highlight key facts. Be sure to specifically identify the tool you select and describe its use.**

The essence of the problem of the times is that procurement is not going well. This problem is analyzed using the Root Cause Analysis Process method. This method aims to pinpoint the primary cause of the problem by utilizing specific procedures and tools to identify the cause of the problem. (Team the M. T. C., n.d.)

First step: Define the Problem

The problem, in this case, is that procurement is not working. More specifically defined, it is not finding the right suppliers to procure from.

Second step: Collect data

Collect information from the text about the two suppliers.

* The first supplier (All-Fabric Inc.)
  + Located in the Midwest (Fact)
  + Concerns about losing dog bites (Hypothetical)
  + There are reports of environmental contamination (Fact)
* Second supplier (Fab-Right Inc.)
  + Located outside the U.S. (Fact)
  + Working conditions are terrible and employees are overworked (Fact)
  + There is concern that the manufacturing process is affecting the environment (Hypothetical)
  + Quality is not a problem (Fact)

Third step: Identify Possible Causal Factors

The procurement manager has decided to look for another supplier because the two suppliers he has found are not ideal. This "ideal" occurs because the objective is to find a supplier with no disadvantages based on the information presented in the second step.

Fourth step: Identify the Root Cause(s)

There are two causes for procurement managers to make Third step-like decisions.

1. Not checking to see if any compromises can be made when procuring
2. He/She makes decisions based on assumptions.

**2. A recommendation to resolve the situation, along with reasons why you recommend this solution.**

Fifth step: Recommend and Implement Solutions

Based on the causes defined in the fourth step, countermeasures are sought. The first thing that the procurement manager should do is to check the facts of the matters on which he/she is making an assumption. If it can be determined that the second supplier is not polluting the environment, then a procurement decision may be made at that point.

He/She should also check with your supervisor to see if a compromise can be reached. You should confirm what essential requirements you are looking for in a supplier for this procurement and what compromises, if any, he/she is willing to make. Although the procurement manager can suggest methods based on the information, he or she is not in a position to decide at this time. He/She needs to organize the information they need to make a decision, and then pass it on to their supervisor.

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References:

Team, the M. T. C. (n.d.). Root Cause Analysis: Tracing a Problem to Its Origins. Problem Solving From MindTools.com. Retrieved from https://www.mindtools.com/pages/article/newTMC\_80.htm