University of Arkansas - Fort Smith
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General Syllabus

WFL 2852 Problem Solving and Decision Making

Credit Hours: 2   Lecture Hours: 2   Laboratory Hours: 0

Effective Catalog: 2018-2019

I.   Course Information

   A. Catalog Description
   Guide students in the tools and techniques of project selection, design, analysis, and presentation of workforce projects. Students will gain knowledge for preparation and implementation of workforce projects which are vital in the quest for continuous improvement.

   B.   Additional Information - None

II.   Student Learning Outcomes

   A. Subject Matter
   Upon successful completion of this course, the student will be able to:

   1. Use tools and techniques to pinpoint and prioritize project objectives and outcomes.
   2. Apply the elements of project management.
   3. Apply advanced problem solving tools and techniques such as "Quality Function Deployment" and "Design of Experiments".
   4. Locate and gather appropriate data and information needed in projects.
   5. Use computer applications to apply appropriate statistical analysis of data.
   6. Use tools and techniques for effective project presentation.

   B. University Learning Outcomes
   This course enhances student abilities in the following areas:

   Global and Cultural Perspectives
   Students will reflect upon business scenarios which address issues of diversity and global business climate.

Communication Skills (written and oral)
Students will communicate effectively using software skills to enhance written communication.

Analytical Skills
Critical Thinking - Students will work with and use various complex analysis tools to solve real-world business problems.

III.   **Major Course Topics**

A. Project selection and pinpointing
B. Project management
C. Benchmarking
D. Intermediate measurement techniques
E. Intermediate problem solving tools and techniques
F. Locating and gathering information
G. Statistical analysis of data
H. Effective methods of charting, graphing and presenting data