

: What questions should be answered in a decision situation?

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Decisions must be made in many different situations. The term decision situation refers to the circumstances, aspects, surroundings, goals and preferences associated with making a specific decision. Decision situations can be categorized and commonalities among situations should be recognized to guide decision makers. Prescribed decision processes can be developed to support the thinking of a decision maker. A prescribed process recognizes the situational factors that alter the decision making related analyses and tasks in the specific situation. Asking and answering questions is one way to structured a thinking process. Different questions are asked depending upon the responses to previous questions. The following discussion provides a high-level view of questions in a prescribed process.

- 1. What is the major issue? what decision question must be resolved?**
- 2. What type of issue is it? routine and familiar? novel and one time? structured or unstructured?**
- 3. If routine, does a solution approach or method exist? If so, use it; if not, go to Question 5.**
- 4. If nonroutine, novel or one time, are all possible resolutions or solutions of the issue known? If no, use creativity techniques to generate solutions?**
- 5. Are criteria for choosing a solution known? If YES, then use Choice process. If NO, then generate and define appropriate criteria.**
- 6. Is it appropriate to use a quantitative solution method like factor rating or optimization? If YES, then use the quantitative solution method. If NO, use a qualitative solution method like Pro-Con Comparison.**

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