

## Consulting Approach to Problem Solving

- 1.1 **Course Number:** MT5513
- 1.2 **Contact Hours:** 40                      **Credits:** 9
- 1.3 **Semester-offered:** Even Semester (January-June)
- 1.4 **Prerequisite:** None
- 1.5 **Syllabus Committee Member:** Dr. Jaya Srivastava

### 2. Objective:

Think about the problem broadly; strategy, operations, people, technology • Define the problem clearly; articulate the problem • Break the problem into “smaller pieces” so it is easy to understand • Use hypotheses to “guess” your way to the potential answer(s)

### 3. Course Content:

Unit-wise distribution of content and number of lectures

Unit	Topics	Sub-topic	Lectures
1	Introduction, Problem Definition	Problem Solving Skills, Problem Solving Steps	5
2	Decision Making	Techniques of Decision Making, Mind mapping	10
3	Problem Solving Techniques	Making Hypotheses, Pyramid Principle, Feedback	10
4	Work Prioritization	Planning the work schedule	10
5	Data	Data Cleansing, Data Projects	5
<b>Total</b>			<b>40</b>

### 4. Readings

#### 4.1 Textbook:

- Management Consulting Problem Solving Process, FlevyPro Library

### 5 Outcome of the Course:

- Students will be familiar with the processes needed to develop, report, and analyze business data.