



A Professional's Guide to Decision Science and Problem Solving: An Integrated Approach for Assessing Issues, Finding Solutions, and Reaching Corporate Objectives (FT Press Operations Management)

By Frank A. Tillman, Deandra T. Cassone

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A Professional's Guide to Decision Science and Problem Solving provides an integrated, start-to-finish framework for more effective problem solving and decision making in corporations. Drawing on vast experience in the field, the authors show how to apply state-of-the-art decision science, statistical modeling, benchmarking, and processing modeling techniques together to create a robust analytical framework for better decision making in any field, especially those that rely on advanced operations management. They integrate both newly-developed and time-tested techniques into a logical, structured approach for assessing corporate issues, developing solutions, and making decisions that drive the successful achievement of corporate objectives. Coverage includes: defining objectives, exploring the environment; scoping problems and evaluating their importance; bringing data mining and statistical analysis to bear; solving problems and measuring the results; evaluating the results and performing sensitivity analysis, and more. The book concludes with three case study chapters that walk through the effective use of its methods, step-by-step. Representing a wide variety of corporate environments, these case studies underscore and demonstrate the method's exceptional adaptability. This book will be valuable in a wide range of industries, notably finance, pharmaceutical, healthcare, economics, and manufacturing.

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Editorial Review

Review

Industrial Engineer

Engineering and Management Solutions at Work

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BOOK OF THE MONTH: Make the right decision

Bringing science to the process of solving high-level problems

For anyone seeking an outline and strategies to help make successful decisions at the highest levels, look no further.

Frank A. Tillman, an IIE fellow and former board of trustees member, and Deandra T. Cassone bring together decades of experience from high-level corporations and government institutions in A Professionals' Guide to Decision Science and Problem Solving. They show how to apply modern decision science, statistical modeling, benchmarking and process modeling techniques for a robust analytical framework that works for better decision making in any field.

The authors, who both have Ph.D.'s in industrial engineering, integrate techniques new and old into a logical, structured approach to assess corporate issues and develop solutions that help your organization reach its objectives. The book concludes with three case studies that walk the reader step through step on how to use the methods. The various environments of the studies (a logistics service provider, new product development and an airline merger) show how the system can adapt for any eventuality in the public or private sectors.

A Professionals' Guide to Decision Science and Problem Solving: An Integrated Approach for Assessing Issues, Finding Solutions and Reaching Corporate Objectives is available from FT Press (\$99.99).

From the Back Cover

A Powerful Roadmap for Making Decisions That Optimize Performance—Every Time

This professional reference combines the best decision science models and tools to deliver a time-tested approach to problem solving and decision making in corporations. The authors draw from their decades of experience in decision science and operations management, giving professionals a field-tested model for making decisions that meet corporate objectives in businesses that rely on process and operations management.

Their paradigm combines both new and classic techniques into an integrated approach for assessing issues, developing solutions, and making decisions that drive organizational success.

COVERAGE INCLUDES:

- Defining objectives
- Exploring the environment
- Determining the scope of the problem

- Applying data mining and statistical analysis
- Selecting and executing solutions
- Measuring and evaluating results and more

Case study chapters walk through the effective use of the authors' framework in diverse corporate environments and demonstrate its exceptional adaptability.

About the Author

Frank A. Tillman has had a varied and full career teaching and doing research in academia for more than 30 years, starting and managing two consulting firms, IBES, Inc. (government agencies) and HTX International, Inc. (private firms), and developing commercial and residential real estate. He served as department head at Kansas State University for more than 20 years where he published 50+ professional articles, published two books, and advised a number of M.S. and Ph.D. theses candidates. This book is a compilation of his consulting experiences noting which approach works best to solve real problems that result in solutions that can be implemented.

Deandra T. Cassone currently teaches as an adjunct professor at Missouri University of Science and Technology in its graduate systems engineering program and is in management at a Fortune 100 company. She has spent more than 25 years in the industry, serving in consulting, technical, and management roles. Her interests lie in building structured decision-making models that encompass the application of the concepts in this book. She has also submitted and been awarded a number of business process patents.

Users Review

From reader reviews:

Evelyn Blow:

Book is to be different per grade. Book for children until finally adult are different content. To be sure that book is very important for us. The book *A Professional's Guide to Decision Science and Problem Solving: An Integrated Approach for Assessing Issues, Finding Solutions, and Reaching Corporate Objectives* (FT Press Operations Management) has been making you to know about other knowledge and of course you can take more information. It is rather advantages for you. The e-book *A Professional's Guide to Decision Science and Problem Solving: An Integrated Approach for Assessing Issues, Finding Solutions, and Reaching Corporate Objectives* (FT Press Operations Management) is not only giving you much more new information but also to be your friend when you feel bored. You can spend your own personal spend time to read your book. Try to make relationship while using book *A Professional's Guide to Decision Science and Problem Solving: An Integrated Approach for Assessing Issues, Finding Solutions, and Reaching Corporate Objectives* (FT Press Operations Management). You never sense lose out for everything when you read some books.

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Loretta Pena:

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