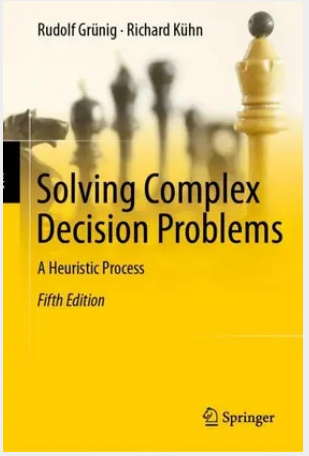
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Solving Complex Decision Problems

A Heuristic Process



Making decisions is certainly the most important task managers are faced with, and it is often a very difficult one. This book offers a procedure for solving complex decision problems step by step. Unlike conventional practice, the book focuses on problem analysis, on developing solution options and on assessing them.

In this fifth edition of the book, the authors present simplified, actionable guidelines that can be easily applied to the individual steps in the heuristic procedure.

The book is intended for decision-makers at companies, non-profit organizations and in public administration whose work involves complex problems. It will also benefit students and participants in executive courses.

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