



Ans 1

Six step rational decision making model:-

1. Define the problem:- First needs to define the problem. This step is relatively easy for you as upper management has already identified the issue.
2. Identify the decision criteria:- The next step in the rational decision making process is to identify the decision criteria. This step deals with choosing variables that will determine the decision outcome.
3. Allocate weights to criteria:- This means ranking which criteria is the most important to the decision making process. The other weights are then distributed equally.
4. Develop the alternative:- which is where the potential solution needs to be considered. There will not be any consideration in this step.

DSS :- (Decision support system)

A decision support system is a computer based information system that support business and an organisation decision making activities. DSS serve the management, operations, and planning levels of an organisation process.

Characteristics of DSS

- ① Support for decision maker in semi-structured
- ② Support managers at all level
- ③ Support Individual and group
- ④ Support for Interdependent and or sequential decision
- ⑤ DSS should be adaptable and flexible.
- ⑥ ease the development by end users
- ⑦ Data access.