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Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction -- Decision Problems and Decision-Making Procedures: Decision Problems -- Goal and Problem-Finding Systems as Requirements for the Discovery of Decision Problems -- Rational Decision-Making -- Decision-Making Procedures -- A General Heuristic Decision-Making Procedure: Overview of the Decision-Making Procedure -- Problem Verification and Analysis -- Developing and Evaluating the Solution Options -- Decision Maxims for Establishing the Overall -- Overall Evaluation on the Options and Decision -- A Case Study Illustrating the Application of the Procedure -- Special Problems and Approaches to Solve Them: Decision Sequences -- Information Procurement Decisions -- Collective Decisions -- Final Remarks.
Sommario/riassunto	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 other texts, the book focuses on problem analysis, on developing potential solutions, and on establishing a decision-making matrix. In this fourth edition of the book, published under a new title, the authors present simplified, actionable guidelines that can be easily applied to

the individual steps in the heuristic process. 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.
