Have you heard of George Polya? His book sold over one million copies and has been translated in 17 languages (Nicholson, 2018). You probably haven’t read the book, which was published in 1945, titled How to solve it either. George Polya identified four basic principles of problem solving that have been used all over the world: in classrooms, in boardrooms, and in any situation where there is a complex problem to solve. The principles are simple to list and once you have completed the first step, the others are fairly simple to perform. However, the first principle is the one that causes many to stumble and often times requires the most time to consider. The first step in solving a problem is to understand it, restate it and clarify what you are asked to find.   
  
Using the information in the Safelite attachment you will determine the key problems and analyze the cause and effect relationships associated with them.  
  
To complete this assignment, provide:   
  
•Introduction (Section 1)   
Include an overview and relevant details of the subject and the case.  
  
  
•Notes--(Section 2--at least 1 page)   
Take notes, highlight relevant facts, and underline key problems. Create a list of all the potential problems the main issues could cause for the organization and its employees. This is from where you will draw your potential solutions.   
  
  
•Broad analysis (Section 3 -- at least 3 pages)   
•Identify eight to 10 key problems or concerns. Apply critical-thinking skills to fully analyze cause and effect for each selected item.  
One way to think critically and creatively is to apply the questions below when seeking potential issues within the Safelite Auto Glass case study:  
1) What economic issues is Safelite facing?  
2) What legal/political issues are affecting Safelite?  
3) What socio-cultural issues is Safelite facing?  
4) What technological issues are affecting Safelite?  
5) What global or domestic business issues are affecting Safelite?  
6) Identify at least one budgetary/financial issue within the case and explain how it affects the overall strategy  
7-8) Identify 2 more key issues or problems, providing a description and the cause of their disruption.  
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Conclusion (at least 1 page)  
Be sure to include recommendations to the CEO and summarize your thoughts