

*“This was among the most applicable and insightful courses I’ve experienced in my career, and I’m excited to see how this new way of thinking can enable more significant contributions to our business.”*

# Adayana Success Story

Improving the decision-making process through a problem-solving boot camp

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**ADAYANA.COM**

P: 317.415.0500

F: 317.415.0501

3905 VINCENNES ROAD, SUITE 402  
INDIANAPOLIS, IN 46268



## Situation

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One of the largest equipment finance companies has traditionally approached problem-solving through detailed data analysis and Six Sigma-based approaches, which build organizational alignment around an answer to solve a specific business problem. Although effective, this approach can be very intensive of both time and resources. The organization wanted to find a “faster, better, cheaper” way to solve problems and make decisions with actionable, efficient outcomes. Additionally, the company wanted to empower team members to develop skills that would be useful both during assigned internal projects and day-to-day decision making.

## Solution

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Adayana facilitated a rigorous, five-day problem-solving boot camp, which introduced a “scientific method” to help participants better contribute to developing solutions through a team-based, hypothesis-driven approach. In Problem-Solving Boot Camp #1, Adayana divided project leads and managers from the finance organization into four competitive teams, diverse both in individual personality profile and divisions within the organization.

The week was built on the foundations of TEAM (Talk, Establish, Assign, Motivate) and FOCUS (Frame, Organize, Collect, Understand, Synthesize) principles. Participants used these principles through specific assignments on an actual “live” business case study from their organization. The capstone event of the week occurred when each team presented their findings and recommendations to five members of the organization’s Senior Management Team.

## Success

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Although still early, the initial feedback from Boot Camp #1 alumni was very positive. The course opened participants’ eyes to a new way of thinking critically, which nicely complemented current approaches used to conduct problem-solving in the organization. Many participants were excited to return to their jobs to begin implementing some of the key learnings from the week. One participant said, “The boot camp was among the most applicable and insightful courses I’ve experienced in my career, and I’m excited to see how this new way of thinking can enable more significant contributions to our business.”

A member of the business development team shared, “Business teams of most large organizations have forgotten what they learned in their high school science class. If you develop

a theory or hypothesis and test that premise with sound analytics, you can prove or disprove that premise very quickly. Adayana's problem-solving boot camp reintroduces this concept in a business context, which will likely help our organization determine solutions more quickly than other methods." The finance company is now working to implement this course on a semi-annually basis, to develop a "certification process" around the program, and to continue supporting Boot Camp graduates with follow-up activities that reinforce this methodology.