

ABSTRACT

A Systems Study of the Engineering Division of a Public Utility

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'Soft' Operations Research (OR) has been proposed as a suitable approach to organisational problem solving in developing countries. However, there have been limited applications of methodologies under 'Soft' OR to provide a basis upon which to effectively assess this claim. Therefore, this paper illustrates an application of Soft Systems Methodology (SSM) in a Caribbean electric utility company. SSM is used in this application to structure the development of strategic plans at the functional level of the organisation.

Key Words: Soft Systems Methodology (SSM), 'Soft' OR, Caribbean