
Introduction to Problem Solving On-Site Seminar

Does your company need to make major decisions on new investments in equipment or personnel? Does your team want to generate new product, service, process, or marketing approaches for improving your company's competitive position? Do you believe that identifying, analyzing, and solving problems is more important than assigning blame for the achievement of your company's goals?

If you've answered yes to one or more of the above questions, your company will benefit from understanding and implementing formal problem solving techniques.

Our Seminar program *Introduction to Problem Solving* will show you how to begin using formal problem solving techniques to:

- Quickly identify, analyze, and solve problems in any type of organization
- Make better decisions based on both facts and opinions
- Take appropriate corrective or preventive actions
- Identify, prioritize, and implement new approaches for achieving your goals
- Continuously improve your company's products, services, and operations

Introduction to Problem Solving is oriented toward Executives, Managers, Supervisors, and Technical Professionals. The program can be customized to meet the specific needs of your industry or group.

The program consists of eight instructional units and requires approximately eight hours for presentation. Participants receive a Seminar Binder including copies of all slides, reference information, and additional materials.

Call us to learn how to put the techniques of formal problem solving to work at your company.

Seminar Outline:

Unit 1 - The Problem Solving Process

- Introduction
- Key Definitions
 - Entity
 - Defect
 - Nonconformity
 - Nonconforming Unit
 - Rework
 - Repair
 - Deviation
 - Wavier
 - Disposition
 - Corrective Action
 - Preventive Action
- Formal Problem Solving Techniques
- The Steps of Problem Solving
- Choosing a Team
- Team Members
 - The "Responsible Person"
 - The Facilitator
 - Subject Matter Experts
 - Stakeholders
- Choosing a Facilitator
- Time Limitations

Unit 2 - Identifying the Problem

- Stating the Problem
- Avoiding Assignment of Blame
- Avoiding Assumptions of Cause
- Selecting Appropriate Tools and Techniques

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Unit 3 - Analyzing the Problem

- Tools and Techniques for Analysis
- Collecting Real Data
- Determining Root Causes
- Separating Analysis from Potential Solutions

Unit 4 - Identifying Potential Solutions

- Tools and Techniques for Identifying Solutions
- Separating Solutions from Analysis
- Prioritizing Solutions

Unit 5 - Implementing Solutions

- Tools and Techniques for Implementing Solutions
- Establishing the Plan
- Implementing the Plan
- Documenting Actions
- Documenting Results

Unit 6 - Evaluating Solutions

- Questioning Results
 - Determining if the Original Problem Was Solved
 - Determining if New Problems Were Created
- Analyzing Benefits
- Starting Again

Unit 7 - Tools for Problem Solving

- Brainstorming
- Cause and Effect Diagrams
 - Cause Enumeration Diagrams
 - Dispersion Analysis Diagrams
 - Process Analysis Diagrams
- Charts and Graphs
- Check Sheets
- Control Charts
 - Attributes Control Charts
 - Variables Control Charts
- Cost Benefit Analysis
- Criteria Rating
- Designed Experiments
- Flow Charts
- Force Field Analysis
- Gantt Charts and PERT Charts
- Histograms
- Pareto Charts
- Regression Analysis
- Paired Comparisons
- Pictographs
- Process Maps
- Failure Mode and Effects Analysis
- Surveys and Interviews
- Weighted Voting
- Additional Tools and Techniques

Unit 8 - How to Learn More

- Online Resources
- Books and Publications
- Training Materials
- Consultants
- Summary

For more information on our complete range of products and services, please visit us on the web, call, or write...

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