

Structured Problem Solving

Company-Specific only
Duration: 2 days



WORKSHOP CONTENT

Day 1

- Introduction to structured problem solving
- The problem-solving process model
- Problem-solving tools
- Understanding your problems using flow charts
- Gathering data using 'check' sheets
- Focusing on the causes accounting for 80% of your problems using Pareto Charts

Day 2

- Brainstorming to generate potential solutions to your problems
- Understanding the possible root causes of your problems using cause and effect diagrams
- Ways to measure improvement
- Action plans to implement improvement

Your objective

To learn a structured approach to help identify and solve your company's root-cause problems; and to thereby move from fire fighting to problem prevention and improved process performance as a result.

You should send your staff on this workshop because:

- You want to improve the quality of your internal processes.
- Your organisation would like to adopt a structured methodology for solving problems that can be consistently used by all teams within your business.

Why should a structured approach to problem solving concern you?

You probably realise that your company has problems with its internal processes and service to your customers... but it is important to recognise that when your customers experience poor service, it is likely to be a consequence of a problem within your processes (and not just a problem for an individual customer or with a particular member of your staff).

The key to improving your company's performance and customer service levels is therefore to identify the real 'root' causes of problems and to fix **them** - rather than to keep dealing with the **symptoms** of problems. As a result, your business problems can be eliminated through prevention rather than detection - with real improvements in service and productivity for your organisation.

What will you learn?

This workshop will teach you an efficient and effective approach to problem-solving that can be used throughout your business to help identify and solve your problems.

You will be introduced to template forms and tools to use in your company as well as techniques for gaining the support and commitment of the rest of your staff in order to actually implement the methods learned.

"A great way to teach our staff how to find solutions to our problems, rather than just complain about them."