

PROBLEM SOLVING TOOLS

ABOUT THE COURSE

The one-day Problem Solving Tools course explains why choosing the right tool(s) is critical to getting effective solutions to problems and issues. The Instructor goes through eight tools in detail covering collecting, structuring and using information:

Flowchart/Process Map are used to define processes – to describe what we think happens. They can also be used to evaluate the impact of changes on processes.

Is/Is Not analysis assists in defining boundaries by identifying gaps in the team's knowledge and by making positive statements of the factors known to be involved.

Tally charts/Location Map can structure data collection to allow instantaneous/continuous analysis. Development into location maps allows tally data to be examined by incident locations.

Pareto remains one of the simplest and most effective analysis tools. It allows quick identification of the most significant contributors to a problem.

Brainstorming is a technique for encouraging open and lateral thinking and which can make an event much more effective.

Cause and Effect diagram places ideas from Brainstorming along with identified contributors into a structure that shows how they link to the problem.

5 Why as one of the simplest and most powerful tools to get to a basic Root Cause when asked enough times.

Mistake Proofing encourages highly effective actions by asking the right questions.



Course Objectives

- Present the most useful tools used in problem solving and Root Cause Corrective Action
- Explain how they work
- Explain how and when to use them
- Present examples of useful extensions or variants for each

Who Should Attend?

- Anyone who wants help with the basic problem solving tools
- Employees who may be involved in problem solving or improvement activities for the first time

Next Steps

- Go to www.PRI-Training.com
- Email PRI-Training@p-r-i.org
- Call +1 724 772 8645 (Americas), +44 870 350 5011 (Europe) or +86 10 6461 9807 (Asia)