Problem Solving

Description

This two-day course is designed for those seeking creative ways to resolve problem situations that they may continue to use in efforts at continuous improvement. The course uses a simulation format, in which paticipants are given an opportunity to resolve a problem using a disciplined approach.

Target audience

Everyone.

Course plan

Day 1

- Presentation of the simulation;
- The zero problem track;
- Principles of continuous improvement;
- The PDCA approach;
- The 7 steps of the problem-solving process;
- Problem definition and analysis;
- Perception and its traps;
- Symptom or problem;
- How to identify a problem;
- Simple or complex problem, and which tool to use;
- First-generation tools;
- Second-generation tools.
- Simulation:
  - Defining the problem;
  - Tools for problem definition.

Day 2

- Simulation:
  - Problem analysis tools;
  - Tools for assessing and choosing a solution;
  - Prioritization matrix;
  - Planning corrective measures;
  - How to choose a performance indicator.
- The resolution process and its integration into current operations;
- Dashboards—representation and interpretation;
- The handling of complex problems and the relevant tools:
  - Affinity diagrams;
  - Interrelationship diagrams;
  - Tree diagrams;
  - Matrix diagrams;
  - The arrow diagram;
  - The PDPC diagram.

Objectives

- Adopt a disciplined method to resolve problems regardless of their complexity;
- During a simulation, learn and use the 7 steps of the problem-solving process;
- Use the various tools available for each step of the problem-solving process;
- Adopt an approach that will enable selection of appropriate solutions for problem solving.

This course relies heavily on class participation: many scenarios, as well as time scheduled for discussion and exchange, ensure better assimilation and mastery of the tools and concepts and enable participants to learn from each other’s experiences.

Duration

2 days.

Video clip