

Problem Solving Techniques

An Introductory Training Workshop for Process Improvement

Workshop Description

This two-day, instructor-led workshop introduces proven techniques for process improvement. It is facilitated in a group context, with active participation, and break-out sessions. The workshop explores unstructured, semi-structured, and structured techniques that enable effective process improvement.

Workshop Purpose

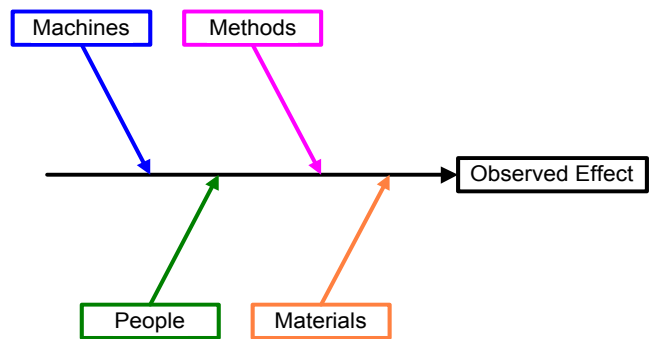
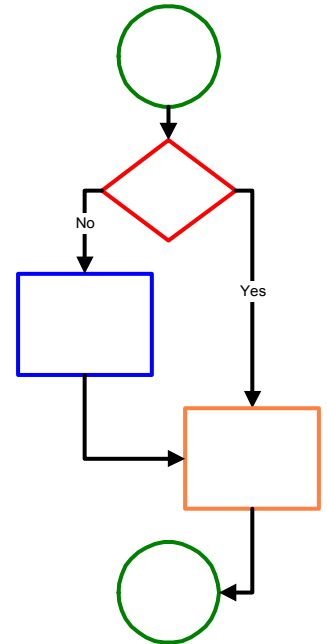
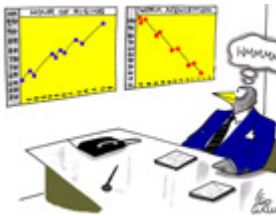
This workshop develops critical process improvement skills that can be used to improve any type of process. It is designed to provide a foundational skill set that enables active participation on continuous improvement projects. This workshop is also designed to help support a cultural climate conducive to change, a necessary prerequisite for developing effective problem solving skills.

Workshop Prerequisites

There are no prerequisites for this workshop other than an open mind and a willingness to participate.

Objectives

- Orient the trainers to the cultural climate of the organization as it relates to change, problem solving, and training.
- Uncover opportunities for the organization to help enable effective process improvement.
- Discuss the roles of the organization and the roles of individuals in relation to problem solving.
- Introduce when and how to use unstructured problem solving techniques.
- Teach how and when to use semi-structured problem solving techniques.
- Teach how and when to use structured problem solving techniques.
- Enable participants to experience using each of the techniques in full-group and sub-group practice sessions.



Workshop Curriculum

Initial Orientation and Observation:

Prior to the workshop, a 1-day provision is structured to provide the trainer with an orientation to the cultural climate of the organization. This will include conversations with decision-makers, management, and employees about change, problem solving, and training. Opportunities for the organization to help enable effective problem solving will be explored. This research activity is a necessary prerequisite to delivering a value-added workshop within an environment of mutual discovery.

Introduction to Process Improvement:

For Day 1, workshop participants are assembled to introduce creative approaches to solving problems. The importance of identifying, defining, and understanding a problem is emphasized.

Unstructured Process Improvement Techniques:

Workshop participants explore appropriate uses for unstructured process improvement techniques: **intuition, networking, and experience.**

Semi-structured Process Improvement Techniques:

Workshop participants are introduced to appropriate uses for semi-structured problem solving techniques: **Brainstorming and Flowcharting.** Full-group and sub-group practice sessions are completed for both techniques.

Structured Process Improvement Techniques:

During Day 2, workshop participants are introduced to appropriate uses for structured problem solving techniques: **Cause and Effect Diagramming and the 8-Discipline Approach to Problem Solving (8-D). Root cause analysis (RCA)** is presented as part of the 8-D process. Full-group and sub-group practice sessions are included.

Quantitative Process Improvement Techniques:

The workshop concludes with an introduction to quantitative measurement and the creation and presentation of graphical data: run charts and Pareto diagrams. This topic is designed to prepare participants for the Introductory SPC Workshop. Ample time is allotted for open discussion.