

THIS COURSE PRESENTS TWO SPECIFIC AND RELATED TOOLS TO IDENTIFY, QUANTIFY, ANALYZE AND SOLVE PROBLEMS IN THE WORKPLACE. THE CLASS IS DESIGNED TO GIVE STUDENTS HANDS-ON EXPERIENCE WITH A WHY NOT? DIAGRAM AND THE CEDAC (CAUSE AND EFFECT DIAGRAM WITH THE ADDITION OF CARDS) TOOL.

Overview: Attendees will learn why problem identification and problem solving are key skills necessary in a continuous improvement environment. They will learn proven techniques for uncovering and working through problems that affect day-to-day productivity. Two specific problem solving methods are introduced to capture key factual information about problems in a structured manner which gives students a logical method to develop, test and implement countermeasures to specific problems. Students are given a hands-on opportunity to practice how to use both the Why Not diagram and the CEDAC problem-solving tools and documentation methods, and will learn how problem-solving activities can also be used to focus improvement activities. The class is an excellent foundation for companies just starting to explore the role of problem solving in their journey to operational excellence and provides many valuable tips and ideas for companies that may be further along in their problem-solving efforts.

After taking this class attendees will be able to:

- ✓ Describe why problem solving is a key skill individuals and teams within organizations adopting continuous improvement as a business strategy.
- ✓ Explain how good problem solving practices impact quality, cost and time
- ✓ Describe the six step problem solving process
- ✓ Use Why Not?, and CEDAC problem solving tools to document, measure, quantify and break down problems in order to solve them
- ✓ Describe how problem solving can be used to focus additional improvement
- ✓ Understand how supervisors and managers can best support and lead problem solving efforts and focused teams using the tools

Who should attend? This course is especially relevant for companies that need to increase employee problem solving skills. It is designed to give students hands-on practice applying two proven problem-solving methods and tools.

Time Commitment? 4-16 hours

Course Outline:

- Why do we need to learn how to solve and identify problems?
- How does problem solving relate to Continuous Improvement?
- Tools for documenting and working through problems and how they are used
- Hands-on practice using problem-solving tools
- Who should be involved with developing and leading problem-solving activities?
- How to use problem solving day-to-day and over time



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