

Glen Oaks Community College – Business Services

Problem Solving Tools / Techniques

Objective:

Provide participants with usable problem solving skills and techniques that can be effectively applied to company-related problems. Make participants aware of the importance of measuring problem-solving results.

Course Outline

- Quantifiable benefits from effective problem solving
- The importance of team participation
- Specific problem groups vs. ongoing groups in terms of differences and similarities
- Problem solving as it relates to the company's corrective/preventative action efforts and activities
- Reasons why the 8-D approach to problem solving is widely use by companies. Description of the steps involved
- Determining problem solving objectives and establishing their baselines
- Interim action(s) vs. permanent action(s)
- Brainstorming and cause and effect diagrams
- Importance of identifying root cause(s)
- Determining appropriate action(s) to take in order to eliminate or minimize causes
- Cost and benefit analysis
- Develop an implementation plan, assign responsibilities and establish target completion date(s)
- Evaluate effectiveness of actions taken and document results
- Mistake-proofing methods
- Basic problem-solving tools applicable to the company's operation and selected workshop problem
- Workshop: hands-on problems solving

Course Length & Materials

This course is intended to be 12 hours split into multiple sections in order for training results to be effective. Materials provided include presentation handouts and folders.

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Problem Solving Tools / Decision Making

Objective:

Provide knowledge and techniques necessary for teams to effectively solve problems and make rational decisions in order to continuously improve processes.

Course Outline

1. Definition of a “problem”
2. Overview of the Problem Solving Process
3. Benefits of using Rational Thinking
4. “Problem” Solving Tools for recognizing existing problems
 - Data Collection Tools – checksheets, workflow diagrams
 - Interpreting Data – Pareto Charts
 - Assessing situations – “What do you mean by....?”
5. Problem Solving Steps
 - Identifying a specific problem / getting the right people on the team
 - Analyzing the problem
 - o Fishbone diagrams
 - o Why – Why diagrams
 - Generating potential solutions
 - o Brainstorming
 - o Mind mapping
 - Selecting the appropriate solution and planning its implementation – Decision Making
 - Implementing the solution
 - Evaluating the solution – measure performance
6. Striving for Continuous Improvement
 - Anticipating Problems
 - Planning for Contingencies
 - Potential opportunity assessment – Benchmarking, Best Practices

The class will include presentation, group discussion, and group exercises.

Course Length & Materials

This is an 8-hour course designed for two, 4-hour sessions. Materials provided include presentation handouts and folders.

Contact

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