



Problem Solving

In this seminar, participants learn to work as a team and “play by the same rules” using a defined problem solving process and establishing preventative solutions so problems are less likely to reoccur. Through discussion, case studies and activities participants learn to solve even controversial or political issues efficiently and satisfactorily.

4-hour Session:

This session can be tailored to fit technical and non-technical situations (i.e. – process/system related, not behavioral). This course is extremely useful for individuals who are peripherally involved in the Problem Solving process, helping them understand the process and logic used in solving problems. Attendees commonly include personnel ranging from the plant floor to executive management.

- 8-Step Process
 1. Define the problem
 2. Assemble a team
 3. Implement a contingent action for containment
 4. Gather facts (is-is not sheet, used in the Advanced course only)
 5. Identify possible causes, test and eliminate
 6. Verify a Root Cause
 7. Take corrective & preventative action
 8. Celebrate!

8-hour Session:

- 4 hour session content
- Application of the 8-Step Process to case studies

12 to 16-hour Session:

This advanced process is especially effective for technical problem solving (not behavioral). This course is intended for those individuals who are empowered with a company-specific problem to solve. Typical attendees include supervisory, cross-functional problem solving team, management and executive personnel.

- Advanced Study of the 8-Step Process, including the use of the Is-Is Not tool
- Application of the advanced process to company specific issues

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these exciting programs!
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