

## **Course: Proactive Problem Solving**

**Duration:** 1 Day

**Venue:** On-site

**Purpose:** To provide participants with the capability to:

- Define a process, in terms of the activities and sequences in which they are conducted.
- Analyse a process in terms of value adding activity and critical success factors.
- Optimise the process in the context of customer requirements.

**Participants:** Everyone in an organisation who should have problem solving skills

**Competency Empowerment:** Participates will be provided with the knowledge and capability to:

- Work in teams
- Use the Plan-Do-Check-Act and Define-Measure-Analysis-Improve- Control problem solving methodologies
- Use tools to root cause problems; 5 Why's, Pareto analysis, Cause & Effect Diagrams
- Use of analysis tools; Histograms, Distributions, Run Charts
- Use of Improvement tools; Kaizen Improvement Sheet, Gantt Chart, Prioritisation Matrix
- Use of sustaining tools; Visual control, Audit Sheets, Control charts
- Select and use the appropriate tools to solve problems and sustain improvements. Ideally problems should be resolved in process as they occur to bring about improvements in the process, system and customer experience.

Problems arise at all levels in a process. If not resolved systematically and in a timely manner they will breed instability as individuals implement new work-rounds and rework processes to keep the product moving to meet throughput targets. An organisation committed to continuous improvement and developing an organisation capable of learning must seek to resolve problems immediately within the context they occur.

To effectively do this, they must spread the ownership for resolving problems by making everybody in the organisation a problem solver. This type of organisation will be more flexible and capable of moving further and faster than its competitors.

**For further information please contact us.**