

GBMP Advanced Problem Solving

ADVANCED PROBLEM SOLVING IS A FOLLOW UP TO TEAM PROBLEM SOLVING. THE 2-DAY COURSE IS DESIGNED TO DEVELOP DEEPER UNDERSTANDING OF PROBLEM SOLVING AND PROVIDE ADDITIONAL TOOLS AND TECHNIQUES TO INCREASE PROBLEM SOLVING KNOWLEDGE AND EXPERIENCE.

Overview: After a short review of key points from Team Problem Solving, this course reasserts the power of direct observation and introduces advanced techniques including Attribute Analysis (Attribute Gage R&R), A3 Thinking and Improvement Kata. The course includes in-class practice as well as a workplace project using either the A3 or the Improvement Kata approach. Teams report out project work at the conclusion of the 2nd day.

After taking this class attendees will be able to:

- ✓ Get more out of Direct Observation activities
- ✓ Explore Attribute Analysis and how to use spreadsheets for analysis.
- ✓ Understand A3 and how it is used as project management technique and how it is used to by managers to coach and mentor problem solvers.
- ✓ Learn the Improvement Kata technique and how it breaks large challenges into a series of small experiments and practiced routines that develops coach and learner roles.

Who should attend? Managers, supervisors, support staff and others interested in advanced problem-solving techniques.

Time Commitment? 16 hours

Course Outline:

- Team Problem-Solving Review, Problem Solving Funnel. PDCA, 5 Why Analysis, 6 Step Problem Solving Process
- Class Activities & Team Report Outs
- Direct Observation & Where to look for Improvement
- The 3 M's (Muda, Muri and Mura) plus other Barriers (Logistical, Behavioral, Managerial)
- Lot and Process Delay, Attribute Analysis R&R & Checking your measurement systems
- Attribute Analysis Summary
- A3 Thinking to Coach and Mentor plus an Introduction to A3 Thinking/5S/CEDAC & a Case Study
- The Improvement Kata Approach
- Teams will select an advanced problem-solving technique (A3 or Improvement Kata) and practice what they have learned in the workplace.



617-710-7033



JMillman@gbmp.org
www.gbmp.org



60 Austin Street
Newton, MA 02460