

GBMP Team Problem Solving



THIS COURSE IN PROBLEM SOLVING CONCEPTS, TOOLS AND METHODS DRAWS ON A WIDE VARIETY OF TECHNIQUES WITHIN THE LEAN AND SIX SIGMA “TOOL BOX” AND EMPHASIZES A CROSS-FUNCTIONAL, HANDS-ON TEAM APPROACH.

Overview: This course focuses on methods and tools that are applicable to a wide variety of problem types and introduces several different tools and methods to help increase the problem solving and decision-making skills of your teams. Topics discussed include how to develop a clear understanding of the problem, developing criteria for the solution, generating a list of solution and analyzing the impact of the best fit solution. Course includes a review of the importance of scientific thinking and adherence to the Plan-Do-Check-Act (PDCA) cycle. Students are encouraged to bring example problems (currently unsolved) from their own work life as objects for the “tacit learning” exercises. A cross functional, hands-on team approach is emphasized to enhance creativity and drive to root cause solutions.

After taking this class attendees will be able to:

- ✓ Explain the meaning of scientific thinking and how it relates to PDCA
- ✓ Explain the Problem funnel and the six step problem solving process
- ✓ Draw on a set of “tools” such as CEDAC that can be helpful to define or solve a problem to the Root Cause level
- ✓ Facilitate a problem solving cycle within an organization
- ✓ Identify the key elements in problem definition
- ✓ State the importance of generating decision making criteria
- ✓ State the importance of weighing each solution against the criteria
- ✓ Analyze the impact of the proposed solution

Who should attend? This course is appropriate for all levels and disciplines within the organization. It is especially relevant for employees who are tasked with solving problems within their assigned jobs and those who are interested to add more problem solving tools to their skill set.

Time Commitment? 16 hours

Course Outline:

- Basic tools for problem solving in a lean environment (Scientific Thinking and PDCA, The problem funnel and the six step problem solving process, Getting to the ROOT CAUSE: 5 Whys)
- The importance of a clear understanding of the nature of the problem
- Generating a list of solutions and evaluating the solutions against the must and wants
- Deciding the best solution
- Analyzing the impact of the implementation of the solution
- Problem solving practice



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