HOBBS
Technical Consulting, LLC

Hobbs Problem Solving

Concepts, Tools and Techniques

Professional Problem Solving Training

Who is Tim Hobbs?

- US Navy Veteran
- 30+ years of problem solving leadership
- Recipient of numerous quality awards
- Author – *The Anatomy of Problem Solving*
- MBA – Technology Management
- Professional trainer, consultant, speaker
- Certified Lean Six Sigma, Black Belt
- Industry Subject Matter Expert
- Former Sr. Equipment Engineer

When you understand a technique, you know a technique. When you understand a concept, you know a thousand techniques.

~Unknown

Hobbs Problem Solving Concepts

- Begin with the *end-in-mind*
- There is *no one-size-fits-all* problem solving method
- Problem-solving is a time to *innovate*
- Problem-solving is *situational*
- A problem-solving method should be *flexible*
- A problem-solving method should be *scalable*
- *Accurate data* is critical to effectively solve a problem
- *Let the data lead you*… not your emotions
- A goal of effective problem-solving is to *prevent recurrence*
- Every problem event is a *learning opportunity*
- Only apply the *right tools and techniques*
- *Document and share* new knowledge to accelerate learning

What should you Expect?

- ✓ Learn relevant concepts, tools and techniques
- ✓ Address the myths and remove confusion
- ✓ A step-by-step walk-thru a proven methodology
- ✓ Real-Time practical examples and illustrations
- ✓ True-Stories from my experiences
- ✓ Learn how to properly define problems
- ✓ Learn how to implement effective temporary solutions
- ✓ Learn how to effectively conduct a root cause analysis
- ✓ Learn how to deal with team conflicts
- ✓ Learn how to develop, implement and validate solutions
- ✓ Learn how to conduct risk assessments
- ✓ And so much more…

Why should we invest in this course?

- ✓Increase training ROI
- ✓Increase service profit margins
- ✓Improve customer satisfaction
- ✓Create a culture of problem-solving
- ✓Improve problem-solving efficacy
- ✓Increase agility
- ✓Reduce escalation time
- ✓Prevent repeat events
- ✓Perform risk assessment
- ✓Become a learning organization
- ✓20K+ professionals have attended trainings

What are my training options?

Online Training

- Self-paced
- 84 videos
- Chapter quizzes
- Final assessment
- Certificate
- ~8-hours of content

Virtual Workshop

- Group interactions
- No-travel cost
- Examples & illustrations
- Final assessment
- Certificate
- 8-hours

In-Person Workshop

- Hands-on approach
- Group exercises
- Simulations
- Final assessment
- Certificate
- 16-hours

Hobbs Problem Solving Method

HPS Method Phase	Objective	Concepts, Tools and Techniques
Problem Recognition	Accurately identify symptoms, impacts, take appropriate actions to contain and define the problem	Emergency response actions, Containment, 5-Whys, Theory of operation, Problem statements, RACI, Tuckman model, SMART, Team structure, Mastermind groups and Communication plans
Problem Observation	In an unbiased approach, accurately monitor and document the current state performance of your system or process.	SIPOC, Process maps, Failure frequency, Data collection, Time-Analysis, Pareto charts, Recreating failures and documentation
Problem Analysis	Analyze the data and observations to identify and validate probable root cause(s)	Root cause analysis, Root cause types, Failure types, Fishbone diagram, Investigation logs, Deductive reasoning, Modeling, Benchmarking and Problem teams
Develop Solution	Develop and prioritize solutions and action plans that are in harmony with your analysis	40-70 Rule, Decision making styles, Idea generation, Business impacts, Boundary conditions, Selection matrix, PICK Chart
Validate Solution	Develop a plan to validate the efficacy of each solution and it's impact on the problem	Validation Plans, PDCA, Masking problems, Band-aid fixes
Sustain Solution	Standardize solution through documentation to protect and ensure new information or knowledge is not lost	Standardization, "A" vs. "The" problem, Elephant in the Room and Risk assessments
Problem Evaluation	Evaluate the problem event, identify opportunities to proliferate and pursue. Celebrate	Post mortem and Knowledge sharing

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