



Problem Solving

Equip your team for day-to-day improvement activities

YOUR NEEDS

Create an improvement culture by giving your staff a structure to correctly identify and solve problems.

OBJECTIVES

Understand the following topics:

- › Problem definition and measurement
- › Process mapping and analysis
- › Root cause analysis tools
- › Solution generation
- › Improvement planning and implementation
- › Improvement review and closure

WHO IS IT AIMED AT

- › Front line workers and supervisors within an organisation which is striving to drive a culture of improvement
- › Managers and Directors looking to lead by example towards an objective of elimination of inefficiencies and waste

PREREQUISITES

No pre-existing knowledge or skills required.

BENEFITS TO YOUR ORGANISATION

- › More problems will be solved
- › Fewer escalations of issues to managers as people gain confidence to address problems at the point of occurrence
- › Less time will be wasted dealing with the symptoms of problems as opposed to eliminating the causes
- › Staff frustration will reduce as belief builds that “problems can be solved”
- › Fast positive impact on your business and/or your processes that generates results and a belief in continuous improvement.

1 DAY WORKSHOP (12 delegates max.)

This 1 day course introduces common process improvement techniques packaged together to form a structured system which guides users through the stages of practical problem solving.

During the day participants explore and practice the use of techniques both as stand-alone improvement tools and as a system to solve problems.

Participants have the opportunity to review their own problem solving initiatives / projects.

Practical exercises are related, where possible, to these real business scenarios, and generic exercises ensure that all the tools and methods introduced are practiced, ready for application in the participants’ workplace.

At the end of the day, participants will be issued with supporting reference material and work packs, and will be armed with the necessary skills to address all sorts of problems facing them in their business.

Problem Solving Project Leader:		Ailani Associates	
What is Problem Solving? A process to identify the root causes of simple problems and aid the creation of practical solutions. It is built around several process improvement tools packaged together to form a convenient guide through stages of problem solving. It can be used to: <ul style="list-style-type: none"> • Outline and frame a problem • Identify the root causes of a problem • Develop logical, tested and effective solutions • Identify a plan of action and assign responsibilities • Measure performance of change 		3 Chosen Solutions What are the chosen solutions to solve the problem?	
1 The Problem Statement What PERFORMANCE INDICATOR needs improvement? How is it not good enough?		4 Implementation Plan What tasks need to be done?	
2 The Priority Root Causes What are the Priority Root Causes of the problem?		5 Summary of Benefits Did PERFORMANCE INDICATOR value Now PERFORMANCE INDICATOR value Benefit Value Other Improvement Opportunities	

Price: £850 (up to 12 delegates)

For further information:

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CREATING EXCELLENCE