Problem Solving

Course Description

This 7-hour course is designed to give the attendees a basic foundation of learning in problem solving methodologies. The course engages the attendees in analyzing and using thought leadership and application of these ideas within [proposal company] applications. The core of this course is Six Sigma Greenbelt training and focuses on the DMAIC method of problem solving and continuous improvement. Several other-company examples will also be used to help in the attendees better understand the effort and attention required. The students will be provided with books that include all of the slides used in the class. The end of the class will include an actual team based problem solving exercise. This can utilize an actual [proposal company] problem or can be provided by the instructor.

Course Duration of course

This class is 7 hours in duration.

Course Detailed Content

1. Introduction to problem solving
2. DMAIC
   a. Define
   b. Measure
   c. Analyze
   d. Improve
   e. Control
3. Brief introduction to Six Sigma concepts
   a. Understanding defects
4. Problem solving tools
   a. SIPOC
   b. Swim lane flow charts
   c. Physical process maps
   d. Logical flow process maps
   e. Process observations sheets
   f. Time value mapping
   g. Value organization alignment mapping
   h. 5-Why diagramming
   i. Fishbone diagrams
   j. Stakeholder analysis
   k. Defect analysis
5. Problem Solving exercise

Course Deliverables

- Attendees will be prepared to attack and solve problems.
- [proposal company] will have a common problem solving methodology
- Attendees will have good understanding of problem solving tools.

Intended Audience

Supervisors
Line Managers
Middle Management
Key Employees

This course is actually the core of a Six Sigma Greenbelt training and with additional modules can be used for same.

Costs for Delivery

Negotiable

Normal Follow-up

Normal follow-up would include 2 -3 days of hands-on consulting.