

Workshop Fact Sheet



SOLVING PROBLEMS TO THE ROOT CAUSE

Description: The purpose of this workshop is to enable individuals to solve problems more effectively. This 4-to-6-hour workshop includes in-class discussion and some group exercises around selected issues.

Topics: General Problem-Solving Methodology, Describing the Problem, Identifying Root Causes, Developing Solutions and Action Plans, Implementing Solutions, Evaluating Results, Continuous Improvement

Benefits: Improved ability to identify and solve manufacturing and office issues. Improved ability to identify opportunities for increased productivity, quality and profits. Attendees get an electronic copy of all problem-solving worksheets used in the workshop.

Example Class Agenda:

1. Introduction to Topic (10 minutes)
2. Class Exercise – Solving a Problem (30 minutes)
3. Presentation (60 minutes)
 - General Problem-Solving Methodology (PDCA)
 - Describing the Problem - *Is/Is Not*, *Control Charts*
 - Describing the Current Process - *Process Flow Diagrams*
 - Identifying Root Causes - *5 Whys*, *C&E Diagram*, *Brainstorming*, *Data Collection Tools*
 - Developing Solutions and Action Plans - *Affinity Diagram*, *Decision Matrix*, *Gantt Chart*, *Force-Field Diagram*, *Responsibility Charting*, *Action Plan Tables*
 - Implementing Solutions - *Action Plans*
 - Reviewing and Evaluating Results - *Trend Analysis*, *Observation*
 - Reflecting and Acting on Learning - *Radar Chart*
4. *** Break *** (15 minutes)
5. Class Exercises – Problem-Solving Case Studies (30 minutes)
6. Small Group Exercise – Problem-Solving Cases (60 minutes)
 - Setup Process to Solve Problem
 - Present to Group
7. Creativity in Problem Solving (10 minutes)
8. Wrap-up (5 minutes)