

# Problem Solving and Solution Identification Course: Essentials for Creating a Culture of Improvement

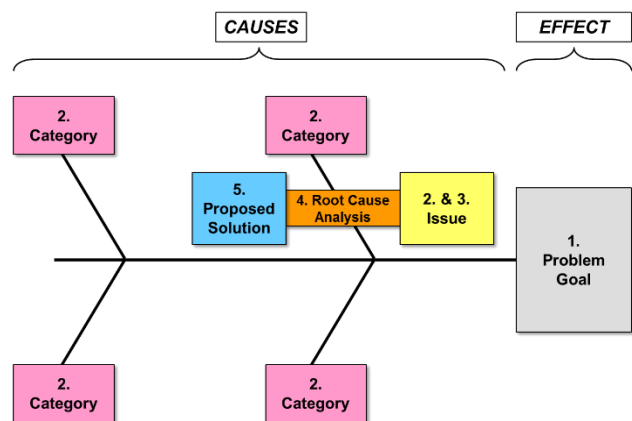
Continual improvement is all about engaging and empowering all organization members in actively improving their workplace and work processes every day, in order to achieve sustainable success beyond historical norms and what is even thought possible. This Essentials for Creating a Culture of Improvement course, “Problem Solving and Solution Identification” focuses on the Improvement Champion role.

## Course Goal:

Participants will develop knowledge and skills in using data and information to understand problem’s causes and effects and identify solutions that prevent problems from reoccurring. The course will follow the Tell/Show/Do/Recycle learning approach (tell you about the skill, show you examples, apply the skill together, and provides feedback).

So that:

- Participants can be successful in applying improvement to problems
- Identified solutions solve the reoccurrence of problems
- Results are improved at a rate greater than in the past
- Participants and other team members are involved and eager to create more improvement



**Time frame:** 8 hours

## Knowledge and Skills Gained:

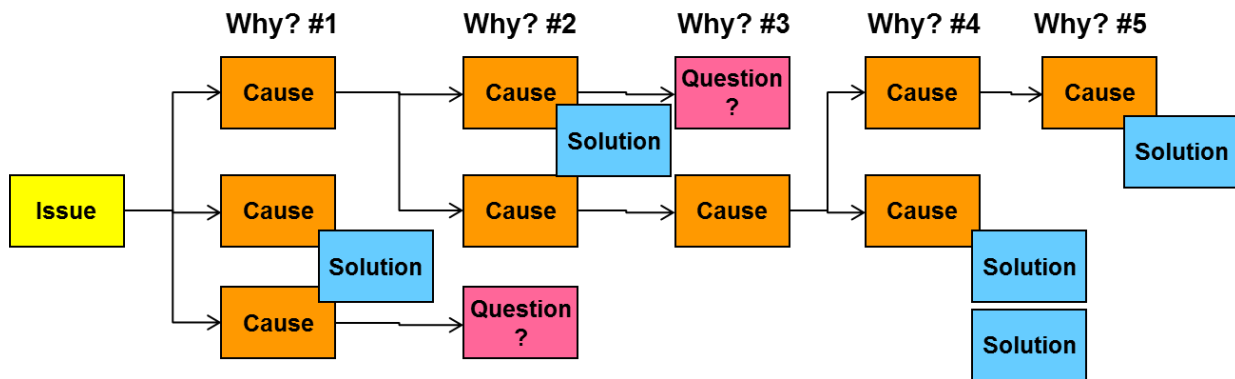
- Understand the relationship between problem solving and the improvement cycle, and different methods that can be used.
- Understand the process of using cause and effect analysis.

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- Perform effective root cause analysis.
- Identify, prioritize, and select effective solutions.

## Who Should Participate:

- Improvement Champions (those specially selected to lead the effort to embed improvement in the organization)
- Individuals seeking to grow and expand in their role



## Agenda:

<b>1. Problem Solving Overview</b>
<b>2. Cause &amp; Effect (C&amp;E) Overview</b>
<b>3. C&amp;E Process Steps 1-3 Training (1. Define the goal. 2. Establish categories and identify issues. 3. Prioritize and select key issues.)</b>
<b>4. C&amp;E Process Steps 1-3 Exercise</b>
<b>5. C&amp;E Process Step 4 Training (4. Perform root cause analysis)</b>
<b>6. C&amp;E Process Step 4 Exercise</b>
<b>7. C&amp;E Process Step 5 Training (5. Prioritize and select solutions)</b>
<b>8. C&amp;E Process Step 5 Exercise</b>



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This course is offered in conjunction with other Improvement Champion courses so that participants can learn and immediately apply those learnings to an improvement project. See “Essentials for Creating a Culture of Improvement: Improvement Champion”. The Improvement Champion training includes

- Introduction to Improvement: Seeing the Possible
- Foundational Continual Improvement
- Process Mapping
- Problem Solving and Solution Identification
- Kaizen
- And Improvement Planning.

## **Recommended Prerequisites:**

- Introduction to Improvement: “Seeing the Possible” Overview of improvement with hands on simulation of running an organization, seeing the changes that are possible and receiving a basic understanding of QI techniques
- Individual Contributor - Essentials for Participating in a Culture of Improvement (Hands-on training to identify, evaluate, and implement individual or small team workplace and work process improvements)

## **Recommended Next Steps:**

- Map out a process, look for and analyze found waste
- Complete a personal improvement project team
- Learn more about improvement (reading, training, conferences)
- Receive additional Improvement Champion - Essentials for Creating a Culture of Improvement training
  - Foundational Continual Improvement
  - Process Mapping
  - Problem Solving and Solution Identification
  - Facilitating the Kaizen Process & techniques
  - Improvement Planning