



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Problem Solving

(1 day)

“Inside every problem is an opportunity waiting to get out!”

Benefits

Problems are all around us just waiting to pounce and waste our valuable time. If we can avoid common problems, and speedily fix those which we already have, we can save ourselves a lot of wasted effort. On the other hand potential problems can force through much needed change which, if carefully managed, can benefit the business hugely.

Aim

To raise awareness of different problem types and to provide a range of powerful techniques to analyse and solve them.

Objectives

By the end of the training you will be able to...

- Identify the difference between common problem types
- Select the most appropriate tool to tackle them
- Ensure that potential problems are avoided
- Adopt a quality-focused approach to work

Content

- The importance of following a disciplined approach
- Common problem types – and implications for our approach
- Barriers to problem solving – and how to avoid them
- Situation analysis, (including the use of Pareto & S.W.O.T.)
- Problem analysis, (including the ‘Is’ and ‘Is Not’ approach)
- Identifying causes & possible solutions from the evidence
- Solving ‘Fuzzy’ problems with Creative Thinking techniques
- Root Cause analysis – use of ‘fishbone’ diagrams
- Quality concepts and the value of Continuous Improvement
- How to identify Potential Problems & assess risks
- Problem solving in action - applying the techniques in the field