

Problem Solving Training

Overview

Problems occur during everyday business activities. People's first reaction is to jump to the solution. We all like to come up with the solutions but do we even know what the root cause of the problem is? Determining the correct root cause can be the most difficult portion of problem solving. Having a team of employees proficient in problem solving techniques is invaluable in today's business environment, helping businesses to keep costs down and driving Continuous Improvement as part of everyday business activities.

Practical Problem Solving Training offered by Alora Consultants focuses on the most common problem solving tools and how they can be used in a systematic, structured format. The format of the training will be tutor led. The training is very interactive thus there is a lot of emphasis on group dynamics and ensuring the attendees participate and interact with the trainer and each other. The training is conducted through presentations, simulations, role plays, group exercises, discussions and case studies.

Duration

This is a 2-day training program.

Objectives

By the end of this training programme the attendees will be able to:

1. Understand Continuous Improvement.
2. Understand different problem solving techniques.
3. Understand how to use simple problem solving tools in a structured format to solve problems.

Content

The content of the programme would include the following:

- **Introduction** – to workshop & basic introduction to Continuous Improvement.
- **CI Methodologies** – will include TQM, Lean, Six Sigma, Kaizen, Change Management and Hoshin Planning. This will bring the attendees through the history and evolution of CI methodologies.
- **Problem Solving Roadmaps** – Moving on from the theory to the practical side, the focus of this section is to explain the different problem solving techniques available. Plan Do Check Act (PDCA), 6 Step Problem Solving, 8D, DMAIC and Kaizen.
- **Problem Solving Tools** – Keeping with the practical element, the focus of this section will be on the tools. Examples of which are Voice of the Customer, Problem Definition, Process Mapping, Value Stream Mapping, Brainstorming, Fishbone.



To maximize the training, it is strongly recommended that each attendee would bring a real life problem to the training, so they may practice the skills and methodologies learned in the training class during and after the class training – ‘learning by doing’.

Evaluation

The trainees will be evaluated on 2 different levels.

Level 1 – Reaction

The reaction of the trainees to the training programme will be evaluated at the end of each day through an informal feedback method and at the end of training programme through a formal feedback form. The results of the feedback will be shared with the Client.

Level 2 – Learning

The skills, knowledge and attitude of the trainees will be evaluated at the end of the programme by the completion of an examination. Results will be shared with the attendees and the Client.

Certification

Each attendee will receive a certificate of completion of the training course once they successfully pass the examination.

Who should attend?

This course is intended for those employees within a business who are engaged in daily problem solving, for example Team Leaders, Shop Floor Employees, Process Engineers, Quality Technicians and Engineers, Maintenance, Supervisors, Managers, Executives and Project Managers.

For further information on Problem Solving Training please
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