

Foundation Problem Solving and Process Improvement Training Programme Outline

Summary: This programme provides an overview of methods and key tools for Problem Solving and Process Improvement. It builds underpinning knowledge and delegate confidence to apply tools at a working level.

Aimed at: Anyone that is involved with Problem Solving and Process Improvement at an operational level and especially those with no formal training in this area

Prior Qualifications/Experience: No prior experience is necessary

Duration: 1 day

Format: Combination of presentation and Trainer-lead activities carried out in a training-room environment

Software Specification: No software or IT resources are required

Objectives: By the end of the programme, participants will be able to:

- Describe the difference between problem solving and process improvement
- Understand key methods available for solving problems and improving processes
- Select appropriate methods and apply basic tools for problem solving and process improvement
- Appreciate the importance of setting up teams to solve problems and improve processes
- Identify opportunities to solve problems and improve processes in their workplace.

Content:

- Problem Solving and Process Improvement overview
- Methods including PDCA, Six Sigma, 8D, PPS
- Basic tools:
 - Problem/Opportunity definition
 - Measurement of current performance
 - Root Cause Analysis
 - Counter-measure identification and selection
 - Sustaining improvements
- Problem Solving and Process Improvement teams
- Action Planning

Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools