



## Programme

# Problem Solving in Production: Applying Structured Problem Solving Tool to Daily Issues - Virtual Course

## 20 June, 2024

### Target Audience

The ability to solve problems is one of the most important business skills to possess. This course is for those looking to broaden their knowledge and increase their capability and confidence in using a range of problem-solving tools and techniques that will deliver results. This may include:

- Front line managers and engineers
- Team leaders and supervisors
- Continuous Improvement practitioners

The course will place problem solving in the context of formal business systems, so the course will be of interest to those charged with implementing problem solving processes in their organisation.

### Why attend?

This course will cover a range of problem-solving tools and techniques that can be used on a day-to-day basis to deal with issues as they arise and rapidly develop actions to address them, quickly regain control, minimise disruption, and prevent repeat issues in the future. We will examine what tools and approaches are available, when to use them, when to avoid them, and explore how to get the best out of them.

This course selects some common and well proven techniques that deliver results and demonstrates how a few choice tools can effectively address the problems that arise on a daily basis in a modern process plant. Candidates will be taught how to use the selected techniques to solve a range problems that typically occur. Candidates are encouraged to bring their own examples to discuss during the course. The course will provide opportunities to practice the techniques to build familiarity with the tools, and will feature real life case studies and examples.

### Programme

<b>09:30</b>	Registration
<b>09:45</b>	Welcome and introductions
<b>10:00</b>	Why Problem Solve? <ul style="list-style-type: none"> <li>• Integrating Problem Solving into business systems</li> <li>• Formally capturing issues</li> <li>• Tracking progress</li> <li>• Holding personnel to account</li> </ul>
<b>10:45</b>	4C – an overarching approach to addressing problems <ul style="list-style-type: none"> <li>• Concern – what is the issue, why do we need to problem solve it</li> <li>• Contain – claiming control, regaining stability, fighting against firefighting</li> <li>• Countermeasure – prevention is better than cure</li> <li>• Confirm – a full Plan Do Check Act cycle, ensuring the problem is eliminated</li> </ul>
<b>11:30</b>	The Steps of Problem Solving
<b>12:30</b>	Lunch
<b>13.15</b>	Problem Solving Tools 1: Fishbone/ Ishikawa/ Cause & Effect diagrams <ul style="list-style-type: none"> <li>• Channelling ideas</li> <li>• Opening avenues of query</li> <li>• Working with a group</li> </ul>
<b>14.30</b>	Problem Solving Tools 2: 5 Whys <ul style="list-style-type: none"> <li>• Finding the deeper problem and cause</li> <li>• Multi causal problems (in the real world it's complicated)</li> </ul>
<b>15.15</b>	Problem Solving Tools 3: Brainstorming and validating <ul style="list-style-type: none"> <li>• Coming up with creative ideas</li> <li>• Feedback and buy in</li> </ul>
<b>16.15</b>	Review and close