

# Problem Solving Workshop – Finding Data-Driven Solutions

Services	Deliverables
▪ Problem Solving Workshop	▪ 8 Hour workshop for up to 10 participants

## Problem Solving Workshop

This eight-hour interactive workshop is designed to help participants support a system of continuous improvement within their organization by teaching them a disciplined approach to solving problems and improving processes.

Participants are trained to use a seven-step problem solving process and associated problem solving tools that will help them:

- Identify Root Cause of problems
- Make decisions based on data rather than hunches
- Select the best solution
- Maintain the improvements by standardizing the new work methods or processes
- Tools covered include Fishbone Diagrams, 5 why's, PDCA, Frequency Plots, Checksheets, Line Graphs, Parato Diagrams, Brainstorming, Affinity Diagram, and Countermeasure Selection Matrix.

As part of the workshop, participants apply the concepts and techniques they have learned to a real-life manufacturing issue.

This workshop is conducted using lecture and overheads with exercises to reinforce learning. There will be workbooks for each participant as well. Ample time is left for discussion and interaction including a question and answer session.

### Upon completion of the workshop participants will:

- Identify both short-term and long-term improvement opportunities
- Establish realistic goals, with measurable targets and specific achievement dates
- Pursue improvement opportunities through a systematic, team-oriented process
- Utilize a seven-step problem solving process and tools to build and implement an improvement plan
- Communicate project status and performance through the storyboard method

*"Very informational, focused, and organized. This workshop was all about team, and the tools to reach effective solutions."*

*Marcus Bailey Teknor Color*

The company will provide the classroom and refreshments for participants and the AKA trainer.

*"Supporting a system of continuous improvement through disciplined problem solving"*

