Structured Problem Solving

Tools and techniques to help identify root cause(s)

Ci8 Series
CONTINUOUS IMPROVEMENT SERIES

This fully funded 2 day course is a structured approach to problem solving to develop the skills of your operators, junior managers, team leaders, and supervisors

Includes:

- Lean overview
- Hands-on workplace simulation activities
- Certified Level 2 Problem Solving qualification

Course Cost: **Fully Funded** – this course is fully funded through the European Social Fund.

Course Dates & Venue: Open Programme or in house programmes are available depending on government funding contracts

To Book Call 0191 5197381 or Email michelle@3p.co.uk

This ESF funded training allows you tap into 3P's '**Ci8 Series**' to optimise people and process productivity in your business

European Union
European Social Fund

Skills Funding Agency

New College Durham

Scaleup NorthEast

3P
PEAK PERFORMANCE PARTNERSHIP

Benefits of Continuous Improvement

Problem Solving is one of the fundamental building blocks within a philosophy of Continuous Improvement (CI). Companies which embrace these practices typically enjoy a **safer** work environment, improved **quality**, increased **efficiency**, better **customer service**, and improved **employee ownership**.

Benefits of Structured Problem Solving

- Define the 'actual problem'
- Identify the root cause
- Reduce time to implementing solution
- Improve team working
- Improve ownership & responsibility
- Improve performance
- Share best practice

*Workplace Simulation Activity '**The Plug Game**'*

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Course Structure

Learners will take part in 2 days of classroom training and practical exercises alongside learners from other companies which provides an opportunity for best practice-sharing and learning from others.

The course will include:
- **An overview of Lean and CI**
- **Hands on workplace simulation activities**
- **A structured approach to problem solving**
- **A 'toolbox' of problem solving tools and techniques to bring back into the workplace including; Data Analysis and the 7 Quality Tools, '5 Why's, and Fishbone Diagram (Ishikawa)**
- **Certified Level 2 EAL qualification 'Contributing to the Application of Problem Solving Techniques' QBIC2/010**

Course Outcomes

Learners will;
- Receive a history and overview of Lean and Ci
- Understand the different types of problems and develop appropriate problem definition
- Explore and understand a number of problem solving tools and techniques
- Be able to apply these to identify root causes with a structured process as part of a team
- Learn the benefits of a structured approach
- Understand how to implement solutions to prevent reoccurrence
- Learn how to identify and capture improvement opportunities
- Know how to implement improvements

Education ➜ Understanding ➜ Application

The 3P Problem Solving course incorporates classroom based learning, and by giving learners the chance to put theory in to practise through hands-on practical workplace simulation activities, it is designed to empower learners to bring back knowledge, tools and techniques to apply in within their workplace.

Certification – This training includes a certified module;, which means that whilst your business is benefitting from newly learned Ci skills, you are investing in your workforce and your employees are benefitting from personal development, leading to improved engagement and productivity.

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