



Systematic Problem Solving & the Improvement Story

OBJECTIVES	<ol style="list-style-type: none">1. To provide a logical and systematic process for the clarification and analysis of problems in the workplace, including root cause analysis, utilizing the Seven Basic Tools of Problem Solving.2. To provide a means to display that analysis for easy communication.
COURSE SUMMARY	<p>A story approach to solving problems and displaying analysis by:</p> <ul style="list-style-type: none">• Verifying the existence of the problem with data, and how success will be measured• Stratifying the problem to specific levels for analysis• Determining and verifying root cause(s)• Identifying lasting solutions that remove the defect from the process• Developing an Implementation Plan• Monitoring results• Determining next steps based on results
KEY TOPICS	<ol style="list-style-type: none">1. The Seven Basic Tools of problem solving2. The Improvement Story3. The Big Hurt – a problem solving team simulation
TARGET GROUP	Managers, Supervisors, and employees who have workplace problems to solve, or process improvement opportunities.
CLASS SIZE	10-30
RECOMMENDED DURATION	2.5 days
PREREQUISITE	None
INSTRUCTIONAL FORMAT	Instructor led with discussion, plus an 8-hour simulation The Big Hurt. The Big Hurt is a team simulation in problem solving with team presentations and class discussion. Each team is issued Info\$ to purchase pieces of information needed to solve a safety problem. Information must be purchased carefully as there are twice as many information documents as there are Info\$. The team utilizes the information purchased and the tools learned to prepare an Improvement Story that is copied onto transparencies and presented to the class for review.
COMPANION COURSES	Benchmarking, How Do I Know What to Measure, Process Management Design, Leading Effective Teams, and Rapid Process Improvement