

Things were working well, now they're not . . .

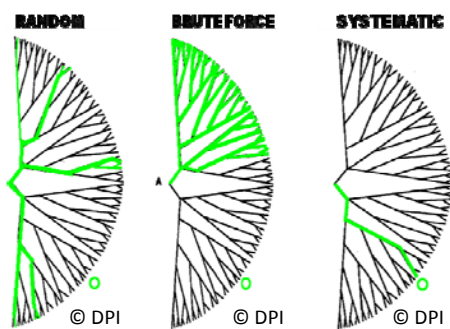
It was working fine last time I looked . . .

I don't know what changed that is causing the problems . . .

I can't seem to permanently solve the problem . . .

Systematic Problem-Solving

The 2-day Systematic Problem Solving workshop is designed to help people learn how to quickly, accurately, and cost effectively get to the root cause of a problem so as to resolve it once and for all. Too many organizations approach problem solving in a trial-and-error, or **RANDOM** fashion. This approach is not only very costly and time consuming, it invites creating problems where none existed before and does not guarantee the problem is adequately resolved. Other organizations apply a **BRUTE FORCE** approach which is the most costly and time consuming of all. Like the **RANDOM** approach, it invites creating new problems and unnecessarily delays fixing the problem.



The **SYSTEMATIC** approach is the most logical approach, having been repeatedly proven in the field to get you to the root cause (the **o** in the illustrations on the left) quickly, cost effectively, and accurately.

While the workshop is mostly geared to manufacturing and/or production personnel, it has a valid application to other disciplines.



About 60% of the workshop is dedicated to having teams of participants apply the Problem-Solving and Problem Prevention concepts learned to manufacturing and/or production issues they had pre-identified and brought to the workshop. Typically, the pre-identified manufacturing or processing problems would be related to machine capability, output quality or quantity, deviations of performance, variations in material and/or techniques, and many other manufacturing or processing issues.

The instructional strategy is to teach a step-by-step approach for gathering data, sorting it, relating it to the problem, linking data, uncovering causes, and determining solutions. Working as teams, participants apply what they've learned to a hypothetical situation, receive feedback and coaching, and tackle the problem they'd like to solve. Provided all the necessary information is available and the time allocation is adequate, participants exit the workshop having learned the Systematic Problem Solving Process and having actually resolved their pre-identified manufacturing or processing problem.

For specific information, please contact us.