**Category:**

Process Improvement Tools / Technical Skills

**Course Prerequisite:**

None

**Course Length:**

8 hours

**Materials:**

Included

**Cancellation Policy:**

Less than 14 days, 50% non-refundable , less than 7 days 100% non-refundable

**Minimum Number of Students:**

6

**Maximum Number of Students:**

16

**Delivery:**vILT or cILT  
(virtual or classroom)

**Pre-work:**None

**Basic Problem Solving Workshop**

**Course Description**When failure occurs, we demand a rigorous process of investigation be initiated to identify why it occurred. Problem Solving is a process that investigates and solves problems, identifies causes, takes corrective action, and prevents recurrence of the root causes. The ultimate purpose of problem solving is to ensure the problem can never be experienced again. Problem solving can be applied in many disciplines, including:

* Manufacturing
* Product Design
* Testing Verification and Validation
* Distribution, Shipping, Transport and Packaging
* Use-Applications

As everyone probably knows, “perfect” is a rare state. Problems pop up from time to time and people need to solve them. As a result, it is important that people become effective problem solvers. Having a workforce with well-developed problem-solving skills is a significant competitive advantage for a company.

Why “Problem Solving for Employees” Matters:

* Employees should recognize the importance of being good problem solvers.
* Understanding the positive impact of employee problem solving increases workplace productivity.
* Identifying the basic steps in the problem-solving process helps employees manage problems efficiently when they do arise.
* Using effective problem-solving techniques on the job keeps problems from reoccurring.

**Who Should Attend**This course is designed for production employees, managers, and supervisors.

**Learning Objectives**Through training, participants will learn to:

* Describe the problem
* Formulate an accurate problem statement
* Apply root cause analysis tools
* Implement potential solutions