



PROBLEM SOLVING AND DECISION MAKING

OVERVIEW

We often need to make decisions relating to problems that lead to loss of productivity, Quality problems, Customer complaints and reduced profitability.

This one-day training provides a systematic process for Problem Solving and Decision Making. It includes tools to understand data which result in proper decision making to resolve these problems.

OBJECTIVES

- Focus on the right problem – examine problems BEFORE trying to solve them.
- Develop problem-solving skills – learn how to tackle issues with a logical process.
- Save time – by understanding each problem and implementing the right solution.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

1. Define problems accurately along with the impact to the business.
2. Solve problems in a systematic way.
3. Make decisions to implement the best solutions and improve Quality

WHO SHOULD ATTEND

This training is suitable for Middle Management including supervisors, superintendents, engineers and managers who are required to address and resolve problems.

METHODOLOGY

This workshop utilises a combination of briefings, group discussions and practical exercises to develop a solid understanding of the subject matter. It is an experiential learning program.

Pre-test and post-test will be used to measure effectiveness.

COURSE OUTLINE

Module 1: CRAFTING THE PROBLEM STATEMENT (9:00 – 10:30 am)

- Problem Definition
- Significance of the problem

Module 2: Problem Solving (10:30 am – 2:30 pm)

- Process Mapping
- Root Cause (Why-Why) Analysis and Ishikawa (Fishbone) Diagram
- Cause and Effect Matrix

Module 3: Decision Making (2:30 – 5:00 pm)

- Process of effective Decision Making
- Decision grids
- Pareto Analysis

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