
Creative Problem Solving

This program offers an in-depth look at the problem solving process. Participants will be given the tools and skills to recognize, identify and handle even the most complex situations.

Program Content:

Introduction

- Continuous Improvement and Problem Solving

Step 1: Identify the Problem

- What is a Problem?
- Prioritization Matrix

Step 2: Describe the Problem

- How Do I Accurately and Completely Describe the Problem?
- How to Create a Flowchart

Step 3: Analyze the Problem

- Identify the Causes
- Consider Other Perspectives
- Determining the Root Cause(s)
- Surveys
- Brainstorming
- Fish Bone/Cause-Effect Diagram
- Pareto

Step 4: Plan the Solutions

- Identify and Evaluate Possible Solutions
- SWOT Analysis
- Benchmarking

Step 5: Implement the Solutions

- Monitoring

Step 6: Monitor/Evaluate the Solutions

Step 7: Improve Continuously