



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®



Structured Problem Solving

The aim of this course is to provide delegates with both 'hard' and 'soft' skills which will enable them to make an effective contribution to the solution of a variety of problems. The course emphasises the skills and good practices which are appropriate for solving even simple problems, and also offers guidance on a more rigorous approach for dealing with challenging problems.

Who should attend?

This course is designed for a high level of delegate participation, and is ideal for personnel who will assist in solving work place problems.

Course Location:	On-Site at your premises
Course Duration:	2 Days, 9.30am - 4.30pm (dates to suit you)
No. of Delegates:	12 delegates max

Benefits to your organisation

- ✓ Involves people in improving their work process and work area
- ✓ Focuses attention on waste elimination and the implementation of efficient working practices
- ✓ Helps the organisation to meet customer demands in competitive markets

Course Programme

Day 1

- Approaches to Problem Solving
- Emergency Response Action
- Overview of Problem Solving Tools
- Selecting the Team: *Team Skills and Team Roles*

Day 2

- Describing a Problem: Problem Statement
- Interim Containment Action
- Root Cause Analysis
- Developing and Implementing Permanent Corrective Actions
- Preventing Recurrence of a Problem
- Recognising Team and Individual Contributions

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