



Tools for Process Improvement

CBS (85) Duration 3 days - See Schedule
Investment: R4 500.00 excl VAT. Request registration form
Venue: <i>Blue Hills Conference Centre, Kyalami, Midrand</i>
Reservation +27(11) 468 4562 or email training@qsi.co.za www.qsi.co.za

This training course provides a step-by-step approach to problem-solving, along with 15 tools and techniques that can be used. For many people, problem-solving is a regular part of their work and there is a need to do this in a way that addresses the root causes of problems. By adopting a structured approach, problems can be eliminated and the need for constant "fire-fighting" can be avoided. In addition to needing a structured approach, appropriate tools and techniques are required to collect and analyse data, generate ideas about problems and solutions, and select and test those solutions prior to implementation.

Without such an approach, there is a danger of "leaping to solutions", identifying "pet solutions" and implementing "fixes" that only give a partial or temporary improvement. The three day course provides a systematic approach to problem-solving. It contains a step-by-step guide to the problem-solving process and explains how to use the associated tools and techniques. Each of the tools includes descriptions of what to do, why and when to use it and how to use it, along with numerous examples. ISO Systems such as ISO 9001 are in-effective unless these skills are also taught as the problems addressed tend to continuously repeat themselves overtime.

The **Learning Objective** of this course is to equip project improvement teams with the appropriate tool box. The quality improvement toolbox provides a selection of data gathering, analytical and problem solving techniques which allows for the in-depth investigation and permanent resolution of the day to day problems that occur in organisations. The time wasted by employees in addressing the repetitive problems each year steals from the time required to become effective and efficient and delivering the core business objectives of the organisation systematic approach to problem-solving.

The Step by Step Problem Solving Process	Handling and Display Data	Pareto Analysis
Brainstorming	Check Sheets	Process Flowcharts
Cause and Effect Analysis	Force Field Analysis	Failure Prevention Analysis
Activity Sampling Section	Ranking and Rating	Concentration Diagrams
Data Collection Interviews & Questionnaires	Solution Effect Analysis	The Process Model

Outcome of this training will result in the delegate adopting a dynamic and systematic approach towards Problem Solving. The delegates will be able to apply the skills to improve the business processes in a project by Project Improvement Strategy associated with the factors that create delighted customers and develop a competitive edge within their market.