

Effective Problem Solving (EPS) - Problem Solving Methodology and Concepts



Course Duration: 2 Days - 8 Hours/day

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Seminar Content

EPS represents the most current and up-to-date methodologies and techniques in problem solving in the world today. This class incorporates Problem Definition, IS/IS Not, 5 Why, and the three types of Root Causes and their solutions. Most innovative in this approach is the linkage of the failure mode into problem solving and a robust Preventive Action including the Read-Across methodology.

This seminar is taught with a number of different options depending on the needs of the organization.

Two-day EPS seminar with breakout exercises

One additional day covering the Seven Statistical Tools that aid problem solving including Check Sheets, Pareto Charts, Histograms, Cause and Effect Diagrams etc. including Brainstorming and Decision Analysis

The class can also be taught as a part of a Quality Improvement process. Omnex will visit the organization one or two months prior to the training to identify problems/issues to improve based on customer and internal issues.

The class will consist of the individuals chosen for the Cross Functional teams for problem solving. Either a two day or three day class can be provided as described above. On the last day of the class, the teams will start their problem solving activities. The Omnex trainer/facilitator can continue to provide onsite mentoring to ensure problems are solved and that team problem solving competency take root.

Learning Objectives

- ✦ Understand the problem solving process
- ✦ Understand continual improvement and the problem solving process
- ✦ Understand the uses of problem solving tools
- ✦ Understand how the problem solving process is managed
- ✦ Understand relationships between EPS and other problem solving methodologies

Seminar Outline

- ✦ Introduction to Effective Problem Solving
- ✦ The Effective Problem Solving Process (Team Breakout exercises conducted for each step)
- ✦ Step 1: Problem Identification
- ✦ Step 2: Initiate Containment
- ✦ Step 3: Determine Failure Mode
- ✦ Step 4: Root Cause Analysis
- ✦ Step 5: Corrective Action
- ✦ Step 6: Implement Preventive Action
- ✦ Read-Across Process

Problem Solving Tools (Optional)

- ✦ Decision Analysis and Team breakout exercise
- ✦ Seven Statistical Tools Introduction (Team breakout exercises conducted for all seven tools)
- ✦ Check Sheets
- ✦ Flow Charts

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OMNEX INC

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Seminar Outline

- Trend Charts and Scatter Diagram
- Pareto Charts
- Creativity, Brainstorming and Cause and Effect Diagrams
- Histogram and Process Capability Control Charts

Pre-Requisite

Participants should possess the ability and/or desire to work with small groups of people in a cooperative and productive manner to achieve planned objectives.

Who Should Attend

This seminar is designed for individuals and teams who are responsible for identifying, solving and eliminating problems that hinder quality, productivity and Customer Satisfaction.

Seminar Materials

Each participant will receive a seminar manual, including a complete package of problem solving worksheets and checklists for each step of the process, as well as all team exercise materials.

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