Creative Problem-Solving

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DURATION: 1 Day

ACCREDITATION: Crystal Lean Solutions

COURSE CODE: 1086

AIM:

The Creative Problem-Solving programme provides learners with the knowledge and skills to identify and eliminate the Root Cause of Problems using the A3 Report template systematically and effectively.

OBJECTIVES:

At the end of the course, learners will be able to:

- ☀ Explain the different between vertical and lateral thinking
- ☀ Identify the critical elements of the Problem-Solving process
- ☀ Clearly define the requirements for each phase of the Problem-Solving process
- ☀ Implement the Problem-Solving Process to a practical example
- ☀ Apply A3 problem solving to solve a problem

THIS PROGRAMME IS FOR:

The Creative Problem-Solving course is suitable for anyone looking to identify and eliminate the root causes of issues using a systematic methodology to help prevent re-occurrence of the problem, including:

- ☀ Process Operators and Technicians
- ☀ Quality, Manufacturing, Maintenance, and Design Engineers
- ☀ Middle, Senior, and Value Stream Managers

PROGRAMME CONTENT:

- ❈ Introduction to Lateral and Vertical Thinking
- ❈ The Problem-Solving process
- ❈ Types of Problem Solving
- ❈ A3 Problem Solving methodology
- ❈ The 8 steps in the A3 process
- ❈ Problem Statement – Complete current state analysis
- ❈ Process Mapping – Collecting and analysing data
- ❈ Complete Root Cause Analysis – The 5 Why, Cause and Effect Diagram
- ❈ Types of Causes – Direct, Contributing, Root Cause
- ❈ Action Planning – Containment, Corrective and Preventative Actions.
- ❈ Sustaining the gain
- ❈ Practical Application of the A3 process during training

ASSESSMENT:	None
GRADING:	Not Applicable
PROGRAMME DELIVERY:	Classroom
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 Day
CERTIFICATION CRITERIA:	Completion of all training days on programme
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	N/A
PRE-REQUISITE:	None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:

- Situational Leadership
- Leader Standard Work
- Human Error Problem Solving
- Negotiation Skills
- Communication Skills
- Teamwork & Conflict Management
- Decision Making
- Commercial Acumen