



Course Title: Structured Problem Resolution

Course Length: 1 day, in-person

Time in Class per day (hours): 8 hours of in-person instruction

Delivery Options: Company site or at provider

Class Size: Minimum 6 / Maximum 12

Price Per Student: \$365.00

Location: Oakland County *or* Company Site

Course Description:

The session begins with an introduction to root cause analysis and problem-solving approaches and identifies the steps of typical problem-solving approach. The course identifies the key components of the 8-D, 5 Phase and 7 Step models. The focus is on team based problem-solving and describes how to build and facilitate problem-solving teams.

Course Learning Objectives:

Upon completion of this course participants will be able to:

- Describe basic problem-solving models; select and solve an actual problem facing the organization
- Construct an accurate problem description statement
- Identify and implement containment solutions and verify solution effectiveness
- Solve problems at the root cause level
- Generate multiple permanent solution alternatives
- Use an action plan to track follow-up activities and responsibilities
- Use the Quality Toolbox to find the appropriate tools for solving the selected problem

Course Content/Syllabus:

Introduction/Course Overview

Key Components

- 8-D
- 5 Phases
- 7 Step

Frame the Diagnostic Problem

- Develop diagnostic fault tree
- Design diagnostic analysis
- Conduct diagnostic analysis



Structured Problem Solving

- Frame the solution problem
- Develop solution issue tree
- Design solution analysis
- Conduct the solution analysis
- Present report for solution analysis

Five Whys Technique Explored

- Help identify the root cause of a problem ▪ Determine the relationship between root causes

MAGMA short courses are held on a rolling basis, based on industry demand. Please complete this [short form](#) to express interest for yourself, or your organization.