



Problem Solving and Root Cause Analysis

Suitable for all employees

Course duration: 2 days

NQF level: 4

Course objective:

This 2-day course (customizable to a 1 day Problem Solving Training course, depending on target audience) is designed for individuals and teams responsible for:

- Tackling problems promptly and efficiently
- Conducting root-cause analysis
- Implementing & monitoring solutions
- Utilizing sound judgement in making decisions
- Developing innovative solutions and ideas

Course content and outcomes:

Delegates will gain understanding and work through practical workplace applications of:

- The fundamentals of problem solving
- Why it is important to differentiate between problem solving and decision making
- Handling routine problems and complex problems
- The importance of attitude in problem solving
- Positive thinking and positive assertion in problem solving
- Root-cause analysis in problem solving, including:
 - Five why's
 - The 8 Discipline Problem Solving Model
 - Cause and effect analysis (Fishbone diagram)
- Whole brain thinking in problem solving
 - Brainstorming and mind mapping
 - Lateral thinking
 - The 80/20 effort principle
- Problem detection and prevention
 - Kaizen / Continuous improvement
 - Learning from mistakes made
 - Poka Yoke (make it "mistake-proof")
 - The 5S Problem Prevention Model:
 - Stop, Speak, Space, Sort, Sequence
- Critical thinking and decision making skills



Contact us to register or arrange in-house training:

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