

[www.LeanLeadershipCoach.com](http://www.LeanLeadershipCoach.com)

## 1 to 2 Day Practical Problem Solving / Rational Thinking & Troubleshooting Training

Call for a Quote  
Group booking  
discounts available

The Practical Problem Solving / Troubleshooting training is a 1 to 2 day course to learn how to recognise what a problem is, how to break it down and use a systematic process approach to resolving the issue through a sequence of root cause analysis tools & techniques, and utilising the A3 method.



Team Practical Problem Solving



Practical Problem Solving Simulation Game

+ Practical Problem Solving is a team based problem solving course to help identify, prioritise, develop potential causes, solve problems to root cause and enhance decision making to implement the best countermeasures and avoid future problems.

+ It is based on the scientific method for problem solving PLAN DO CHECK ACT (PDCA) developed by Dr Edward Deming and used by Toyota including 5 Why's, 5W 1H, cause & effect, 7 Quality tools, IS / IS NOT Analysis and awareness of statistical tools.

+ It is a combined theory and practical day using a simulation game to engage participants in solving a problem with part of the course dedicated to applying the methods to real business problems and utilising the A3 approach to documenting and presenting information.

### Dates / Venues:

Please visit our website to register your interest and to download the booking form.

\* Bookings can be made for minimum 10 people, maximum 14 people per course and in house courses are welcome.

### Comments

"...A highly practical and fun day using the simulation to work as a team and follow the problem solving steps, which was engaging and I learnt a lot..."

"...I knew of all the tools before but had never used them in a practical way so it was really helpful and it all made perfect sense...."

**For more  
Information:-**

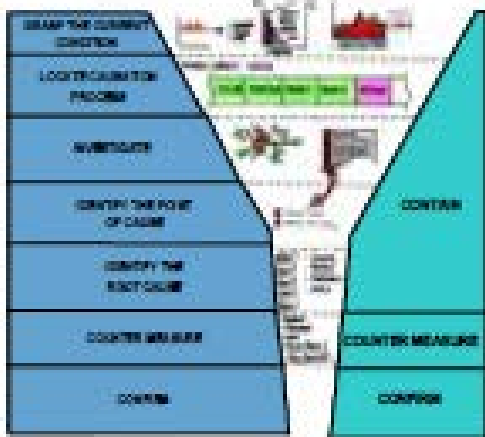
To learn more about the Practical Problem Solving Training and how this could benefit your business.

**Call:** 0435 80 4470 **Email:** [andy@leanleadershipcoach.com](mailto:andy@leanleadershipcoach.com)

**Web:** [www.leanleadershipcoach.com](http://www.leanleadershipcoach.com)

## Key Learning Outcomes:

- Understand what a problem is and how to break it down (PDCA)
- Use the funnel technique to narrowing down the search for possible causes
- 8D Method and other best practice Rational Troubleshooting approaches
- Problem Solving techniques and how to use them practically
- Questioning for clarification and go look see
- A3 method to structuring, proposing and documenting information



- The Practical Problem Solving approach is more than just solving problems as it also discusses the elements of facilitating problem solving.
- It helps to understand team dynamics and removing bias from analysis, decision making and engaging teams in the right way to focus on the right problem and remove jump to causes or solutions mentality.

If you need to put a problem solving approach into your business, create a common format, understanding, approach and language then this course can really accelerate that process and deliver results.



Continuous improvement

*Please note the 1 day or 2 day version can be utilised upon request.*

*\* The 2 day version includes more detail and a deeper dive into the rational thinking and troubleshooting process to solving problems and a look at 6 Sigma statistical methods.*

## Coach / Facilitator for the Practical Problem Solving Training



### Andy Goddard - Lead Consultant

Andy is an experienced lean black belt with 20 years experience in strategic Lean transformation. Andy also has considerable experience in implementation with a practical hands on approach learnt from many different industries and companies around the world.



**For more Information:-**

To learn more about the Practical Problem Solving Training and how this could benefit your business.

**Call :** 0435 80 4470 **Email:** andy@leanleadershipcoach.com

**Web:** www.leanleadershipcoach.com