

Problem Solving Tools Introduction Course Agenda (8:00am – 5:00pm)

- I. Introduction
 - A. Review course content

- II. Problem Definition
 - A. Components of a problem statement
 - B. Writing a goal statement
 - C. Documenting project deliverables (Project Charter)
 - D. Examples and hands-on practice

- III. Supplier, Inputs, Process, Outputs, Customers (SIPOC)
 - A. Reasons for using SIPOC; When to conduct
 - B. Steps for creating
 - C. Examples and hands-on practice

- IV. Process Mapping
 - A. Reasons for using process maps; When to conduct
 - B. Steps for creating
 - C. Examples and hands-on practice

- V. Cause and Effect (C&E) Diagram
 - A. Reasons for using C&E diagram; When to conduct
 - B. Steps for creating
 - C. Examples and hands-on practice

- VI. Cause and Effect (C&E) Matrix
 - A. Reasons for using C&E matrix; When to conduct
 - B. Understanding the form (Excel spreadsheet format)
 - C. Steps for creating
 - D. Examples and hands-on practice

- VII. Potential Process Failure Mode and Effects Analysis (PFMEA)
 - A. Reasons for using PFMEA; When to conduct
 - B. Understanding the form (Excel spreadsheet format)
 - C. Steps for creating
 - D. Examples & hands-on practice

- VIII. Wrap Up
 - A. Summarize key-learnings



Perfecting Processes...With a Passion