

# 5 Principles of Problem Solving

## Establishing performance responsibilities, requirements and measurables

### Course Overview

#### How You Will Benefit

Much of what people do is solve problems and make decisions are often "under the gun"! Associates are stressed and very short for time. Consequently, when they encounter a new problem or decision they must make, they react with a decision that seemed to work before. It is easy with this approach to get stuck in a circle of solving the same problem over and over again.

Because of the difficulty associated with identifying problems before they occur, most companies do not attempt to identify problems until after they experience their effects. Companies attempt to discover the problems at this point to avoid recurrence. After-the-fact problem identification usually focuses on the failure mechanism rather than the true root cause(s).

Therefore, it is often useful to get used to a structured approach to problem solving and decision making such as 5P. Not all problems will be solved by following this rational approach, however, the clear majority will be addressed.

#### Benefits of Utilizing the 5 Principles

A work place with a Problem-Solving environment will:

- Assist in defining complex problems
- Enable prioritization of problems
- Allow team members to understand their role(s) in problem solving
- Increase efficiency and productivity
- Enhance team building and increased feelings of competency

#### Course Objectives

At the completion of this module participants will increase their ability to:

- Identify the Main Steps of a Problem-Solving Process
- Institute containment strategies while problem solving efforts are underway
- Facilitate or Participate in Team Problem Solving Sessions
- Apply tools to identify and confirm root cause(s) of problems

#### Course Objectives (cont.)

- Implement and evaluate the effectiveness of countermeasures taken to address root cause(s)
- Improve your ability to Contribute to Your Company's Problem-Solving System
- To capture and Organize Information Needed to Complete a 5P Worksheet
- Have an overview of the key points for a Problem-Solving System

#### Key Topics Covered

This course explores the following subjects in depth:

- 5 Principles for problem solving
- Problem solving defined
- 14 discovery questions, 5W2H notes
- How to create a problem statement
- 3A method
- Cause "Lifecycle"
- Data collection and analysis
- Containment actions required
- Investigating past problem history
- Guidelines for brainstorming
- Cause and effect diagrams
- Questioning to the void
- Applying and documenting countermeasures
- Understanding FMEA's and RPN's as affected by countermeasures

#### What the Course Offers

- Experiential learning setting
- Opportunity to learn from others while applying the concepts in a risk-free environment
- Comprehensive training exercise covering all aspects of problem solving
- Complete set of materials including participant guide