



## Problem Solving Tools - One-Day Seminar

Program Number: PMGNOJ / PDUs: 6

### 1.0 Introduction

- Seminar member introduction and overview of course material

### 2.0 Overview of Problem Solving Techniques

- A structured approach to problem solving
- Problem-solving tools and techniques

### 3.0 Flow Charting

- Evaluate characteristics of flow charting, common types and examples of flow charts
- Examine when to develop and use a flow chart

*Group exercise using flow charting*

### 4.0 Check Sheets

- Discuss characteristics, common types, and examples of good check sheets
- Discover how to develop and use a check sheet

*Group exercise using check sheets*

### 5.0 Histograms

- Learn characteristics and examples of a histogram
- Develop and use a histogram

*Group exercise using histograms*

### 6.0 Pareto Charts

- Learn characteristics and examples of Pareto charts
- Learn to develop and use Pareto charts

*Group exercise using Pareto charts*

### 7.0 Cause & Effect

- Learn characteristics and examples of cause & effect chart
- Learn how to develop and use a cause & effect chart

*Group exercise using cause & effect chart*

### Course Objectives:

The participants will learn problem-solving tools such as:

- Flow charting to analyze and improve PM process
- Check sheets
- Histograms
- Pareto charts
- Cause & effect
- Problem-solving techniques
- Brainstorming

### 8.0 Brain Storming

- Learn characteristics and examples of brain storming
- Learn to do brain storming

*Group exercise is included*