

## Structured Approach to Problem Solving

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Duration: 2 days

Problem solving is the process of moving from Symptoms to Problems to Causes to Actions that correct, improve and prevent. Structured problem solving formalises AND documents this process as well as recognising the need to solve problems at root cause level - only then can permanent corrective and preventative actions be decided.

The course will take you through a disciplined process tracking the analysis of a problem from observed symptoms through to corrective and preventive actions. You will learn that by providing the documentation to ensure that the process right through to preventive actions occurs, then a problem becomes an opportunity for improvement.

The outcome of a structured approach is to help create improvement - not to assign blame. Few things are more damaging than blame. In Problem Solving blaming leads to defensiveness and facts are then obscured or kept hidden, and misinformation is often generated as a defensive measure. Problem Solving should ideally be a team event - the ability to call upon the expertise generated by a truly cross-functional group enhances the quality of investigation and decision making

### Pre requisites

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There are no prerequisites for this course