

NEW

# PROBLEM SOLVING

## PROBLEM SOLVING MASTERCLASS

*"I have observed with great admiration the evolution of Qimpro over the past two decades. What differentiates Qimpro is its singular passion for transforming Indian organizations, and their human resources, into world-class quality assets. Examples abound."*

**Dr R A Mashelkar**

National Research Professor, CSIR  
Bhatnagar Fellow and  
President, Global Research Alliance

*"We at Tatas, are appreciative for our long association with Qimpro. Our valuable association dates back nearly two decades. Qimpro has helped the Tata Group immensely in quality improvement – especially in companies like Tata Steel – and has also helped to shape the minds of many of our Tata leaders, towards achieving excellence and breakthrough improvement."*

**Sunil Sinha**

Chief Executive Officer  
Tata Quality Management Services

### INTRODUCTION

A masterclass is a coaching class conducted by an expert for a compact group of talented managers. Ideally, it is conducted around a roundtable for 10-12 participants.

For this Problem Solving Masterclass, the mandatory pre-requisite for candidates is experience as a member of a problem solving team.

Proficiency in experiential learning can be an advantage. As also, communication and facilitation skills.

The Problem Solving Masterclass is interactive. It is meant to answer hundreds of questions relating to teaching the subject. More specifically, Problem Solving Rx.

### AGENDA

- Understanding the structured problem solving methodology, in the context of value creation processes, support processes, supplier processes
- Appreciating multi-tool application of quality improvement tools for structured problem solving
- Understanding the role of creativity tools in structured problem solving
- Guidelines on how to document a completed project
- Role of upper management
- Project team roles and responsibilities
- Facilitation skills
- How to Fail

### CERTIFICATION

Each participant will be awarded a Master Certificate for Problem Solving.

### RELATED OFFERINGS

- Problem Solving Pro
- Problem Solving Using Quality Improvement Tools
- Problem Solving Using Creativity Tools



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