PROBLEM SOLVING R_x 1

PROBLEM SOLVING PRO - DIGITAL COURSE

*P*roblem Solving today is one of the most sought after skills in industry. Effective problem solving requires two sub-skills – structured thinking of a proven methodology; as well as appropriate application of quality improvement and creativity tools. Tangible and intangible results follow with diligent application of both these sub-skills.

This gap between structured and ad hoc Problem Solving gives rise to inefficient processes, colossal waste and an underutilized workforce.

Problem Solving Pro is a digital course that prepares professionals to solve chronic problems that erode the performance of an organization. It also prepares these professionals to function as effective members of project teams and to disseminate a culture of Problem Solving for Quality Improvement.

THE GAP FOR PROFESSIONALS

- Problem Solving skills
- Lack of application-based pedagogy in education
- Knowledge of using quality in a cross-functional environment

EXPERIENTIAL LEARNING

- Act / Experience
- Reflect / Lessons Learned
- Conceptualize / Theory / Model
- Apply / Experimentation

PROBLEM SOLVING PRO

Problem Solving Pro has been developed meticulously from the vast experience of Suresh Lulla – the Founder of Qimpro Consultants: India's first dedicated quality consultancy.

The USP of the digital course is a case study–The Case of the Late Patient–that runs through the course. It is in a 'comic' format.

The digital course allows you to learn at your time over a three month period, using Suresh Lulla's wealth of expertise all woven in with videos, interactive tests using stunning graphics. This fully online course is supplemented by an e-book.

It is recommended to work in groups of five on a problem along with the course. Working on a real problem allows you to gain maximum practical exposure for this methodology.

CERTIFICATION

On successful completion of the digital course, each candidate will be able to download an e-Certificate of Completion awarded by Qimpro College.

RELATED OFFERINGS

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

PROBLEM SOLVING Rx 1
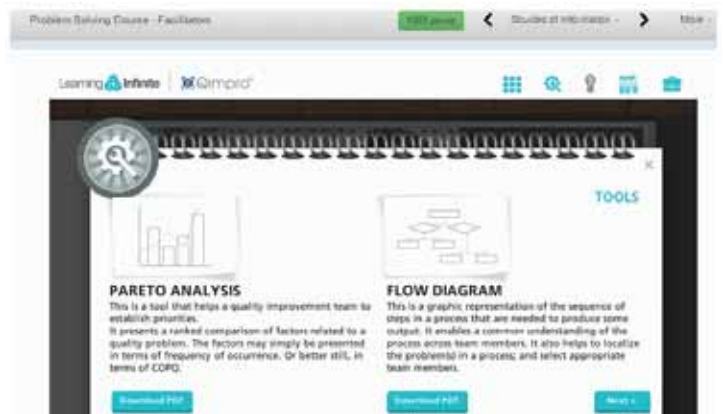
PROBLEM SOLVING PRO - DIGITAL COURSE

Suresh Lulla introduces and recaps each session with his unique insights

Stunning graphics help you demystify theory and concepts

A beautiful live-action comic case-study to take you through the Problem Solving journey

Downloadable tools for Problem Solving to use at school and in your career

STEPS OF PROBLEM SOLVING

QUALITY IMPROVEMENT TOOLS

CREATIVITY TOOLS

Legend: B = Frequent application of tool (blue); G = Circumstantial application of tool (green)

Step	Flow Diagrams	Brainstorming	Cause-Effect Diagrams	Data Collection	Graphs and Charts	Stratification	Pareto Analysis	Histograms	Scatter Diagrams	Box Plots		Problem reformulation/ heuristic redefinition[1]	Purpose hierarchy	Classic brainstorming	Brainwriting 6-3-5	Imaginary brainstorming	Tilmag	Word associations and analogies	Morphological box
1. List and prioritize chronic problems	B	G		B	G	G	B						G	B					
2. Identify the project team	B				G	G						B	B						
3. Analyze symptoms	B			B	G	G	B	G	G	G									
4. Formulate hypotheses of causes	G	B	B			G								B	B	B	B		B
5. Test hypotheses	B			B	B	B	B	B	B	B									
6. Identify root causes	B			B	B	B	B	B	B	B									
7. Evaluate alternative solutions	B		G			G											G	G	G
8. Develop solutions and controls	B	B		B	B	G		B	B					B	B				G
9. Address resistance to change	G	B	G											B	B			G	G
10. Implementation of controls	B				G		G	G	G	G							G		G
11. Check performance				B	B	B	B		G	B				G					
12. Monitor control systems				B	B	B		G		G				G					

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