

PROBLEM SOLVING 1

PROBLEM SOLVING PRO - DIGITAL COURSE

"Patient Safety and Affordability are two major issues confronting healthcare. Mr Suresh Lulla, Founder of QIMPRO, has done commendable work in application of proven quality tools in healthcare, which are aimed at improving the efficiency and therefore the affordability. The healthcare case study in Problem Solving Pro is a classic."

Dr Girdhar Gyani

Founder & Director General
AHPI

"Not only did our Quality journey with Qimpro help us in our profession, it also changed the way we looked at things in our day to day lives, especially in our interaction with people. We are so glad Qimpro happened to us."

Dr Sultan Pradhan

President & Chief of Oncology
&

Dr Meher Elavia

Hon. Joint Secretary, Governing Board
Prince Aly Khan

Problem 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 1

PROBLEM SOLVING PRO - DIGITAL COURSE



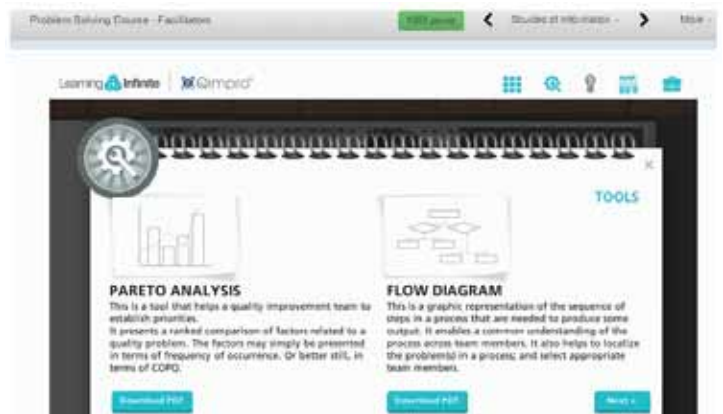
Suresh Lulla introduces and recaps each session with his unique insights



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



A division of Qimpro Consultants Pvt. Ltd.
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PROBLEM SOLVING R Z

PROBLEM SOLVING USING QUALITY IMPROVEMENT TOOLS

"Qimpro has been an early ally in Marico's growth journey. They helped us appreciate the criticality of quality in building credible product brands. With their help, we set up quality systems that took roots and helped Marico in its emergence as a consumer products major."

Harsh Mariwala
Chairman & Managing Director
Marico

"On behalf of my team I would like to thank Mr Suresh Lulla for sharing his knowledge beautifully and making us understand the Problem Solving Methodology with great ease. Seeing the success of the workshop, management would want him to take up another session for us."

Tanu Vishwas
Manager, Center of Excellence
(Learning)
Jet Airways (India)

Every great Problem Solver keeps an arsenal of tools handy to wage war against problems and wasteful costs. These are left-brain driven weapons that help create actionable steps towards Problem Solving.

Effective use of Quality Improvement Tools along with a problem solving structured methodology, can deliver breakthrough results in terms of cost efficiency and customer satisfaction. The art lies in using the tools in clever multiple combinations for problem solving. This two-day workshop enables participants to understand the fundamentals of problem solving and the underlying concepts, application and construction of 10 Quality Improvement Tools through appropriate examples.

The workshop includes a half-day multi-tool simulation exercise that provides the participants with practical experience on the application of tools, in a variety of combinations. This workshop has been customized for the manufacturing, service and healthcare sectors.

SCOPE OF WORKSHOP

The scope for this two-day Problem Solving Using Quality Improvement workshop will include:

- Problem Solving
- 10 Quality Improvement Tools
 - » Flow Diagrams
 - » Brainstorming
 - » Cause-effect Diagrams
 - » Data Collection
 - » Graphs and Charts
 - » Stratification
 - » Histograms
 - » Pareto Analysis
 - » Scatter Diagrams
 - » Box Plots

WHO SHOULD ATTEND

- The workshop is ideal for four groups of six participants each, from the same business unit.
- In addition, these participants should be familiar with key areas of concern of their business unit. Each group will be facilitated to adopt a problem within a specific area of concern.
- Class size: 18-24

POST-WORKSHOP IMPLEMENTATION SUPPORT

Facilitating and coaching teams on application of Quality Improvement Tools for Problem Solving.

PROJECT REPORT

Each group will be required to prepare a project report for the adopted problem.

CERTIFICATION

On successful completion of a project using Quality Improvement Tools, each candidate will be awarded a Certificate of Achievement by Qimpro College.

RELATED OFFERINGS

- Problem Solving Pro
- Problem Solving Using Creativity Tools
- Problem Solving Masterclass



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PROBLEM SOLVING R 3

PROBLEM SOLVING USING CREATIVITY TOOLS

"Creativity tools not only light the spark for us to think out-of-the-box, but also engage people from diverse backgrounds to come together and generate creative and innovative ideas. These tools are simple to use but can generate great ideas."

Sivasankari Shankar

Vice President
RBS Business Services

"The creative approach, as you point out, is a good addition to ongoing quality improvement processes, which are not obsolete by the creative approach. But the creative approach can solve problems which are not tackled successfully by the ongoing quality improvement process."

Gunthard Lichtenberg

Program Manager Quality Assurance
IBM Germany

A structured approach to Problem Solving focuses primarily (and rightfully so) on the identification of root causes. Most approaches assume that good ideas and solutions will naturally flow once the root causes have been identified.

This does often happen...but what happens with tried (and tired) solutions are the only ideas proposed? How can a situation or problem be redefined to create an entirely fresh approach? That is where organizations see stunning results by integrating Creativity Tools with other tool sets.

Creativity at its most basic level—is the process of generating ideas manifold. Innovation is the process of selecting, combining, refined and turning ideas into reality.

Using labs, tools and an infectious fun atmosphere, this workshop aims to unlock latent reservoirs of ideas and channel them effectively.

SCOPE OF WORKSHOP

The scope for this one-day Problem Solving Using Creativity Tools workshop will include:

- Problem Solving Overview
- Problem Definition
- Problem Reformulation/Heuristic Redefinition
- Classic Brainstorming
- Brainwriting 6-3-5
- Imaginary Brainstorming
- TILMAG
- Word Associations and Analogies
- Morphological Box

WHO SHOULD ATTEND

- The workshop is ideal for four groups of six participants each, from the same business unit.
- In addition, these participants should be familiar with key areas of concern of their business unit. Each group will be facilitated to adopt a problem within a specific area of concern.
- Class size: 18-24

POST-WORKSHOP IMPLEMENTATION SUPPORT

Facilitating and coaching teams on application of Creativity Tools for Problem Solving.

REPORT ON INNOVATIVE SOLUTION

Each group will be required to prepare a report for their innovative solution(s) for the adopted problem.

CERTIFICATION

On successful completion of a project using Creativity Tools, each candidate will be awarded a Certificate of Achievement by Qimpro College.

RELATED OFFERINGS

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



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QUALITY IMPROVEMENT TOOLS

Flow Diagrams	Brainstorming	Cause-Effect Diagrams	Data Collection	Graphs and Charts	Stratification	Pareto Analysis	Histograms	Scatter Diagrams	Box Plots
Blue	Green	Beige	Blue	Green	Green	Blue	Beige	Beige	Beige
Blue	Beige	Beige	Beige	Green	Green	Beige	Beige	Beige	Beige
Blue	Beige	Beige	Blue	Green	Green	Blue	Green	Green	Green
Green	Blue	Blue	Beige	Beige	Green	Beige	Beige	Beige	Beige
Blue	Beige	Beige	Blue	Blue	Blue	Blue	Blue	Blue	Blue
Blue	Beige	Beige	Blue	Blue	Blue	Blue	Blue	Blue	Blue
Blue	Beige	Green	Beige	Beige	Green	Beige	Beige	Beige	Beige
Blue	Blue	Beige	Blue	Blue	Green	Beige	Blue	Blue	Blue
Green	Blue	Green	Beige	Beige	Beige	Beige	Beige	Beige	Beige
Blue	Beige	Beige	Beige	Green	Beige	Green	Green	Green	Green
Beige	Beige	Beige	Blue	Blue	Blue	Blue	Blue	Green	Blue
Beige	Beige	Beige	Blue	Blue	Blue	Beige	Green	Beige	Green



STEPS OF PROBLEM SOLVING

1. List and prioritize chronic problems
2. Identify the project team
3. Analyze symptoms
4. Formulate hypotheses of causes
5. Test hypotheses
6. Identify root causes
7. Evaluate alternative solutions
8. Develop solutions and controls
9. Address resistance to change
10. Implementation of controls
11. Check performance
12. Monitor control systems

CREATIVITY TOOLS

Problem reformulation/ heuristic redefinition ¹	Purpose hierarchy	Classic brainstorming	Brainwriting 6-3-5	Imaginary brainstorming	Tilimag	Word associations and analogies	Morphological box
Beige	Green	Blue	Beige	Beige	Beige	Beige	Beige
Blue	Blue	Beige	Beige	Beige	Beige	Beige	Beige
Beige	Beige	Beige	Beige	Beige	Beige	Beige	Beige
Beige	Beige	Blue	Blue	Blue	Blue	Blue	Blue
Beige	Beige	Beige	Beige	Beige	Beige	Beige	Beige
Beige	Beige	Beige	Beige	Beige	Beige	Beige	Beige
Beige	Beige	Beige	Beige	Beige	Green	Green	Green
Beige	Beige	Blue	Blue	Beige	Blue	Beige	Green
Beige	Beige	Blue	Blue	Beige	Green	Beige	Green
Beige	Beige	Beige	Beige	Beige	Green	Beige	Green
Beige	Beige	Beige	Green	Beige	Beige	Beige	Beige
Beige	Beige	Beige	Green	Beige	Beige	Beige	Beige

