

Problem Solving

An ATAC Product Description



AUBURN

TECHNICAL
ASSISTANCE CENTER

COLLEGE OF BUSINESS

Find the root cause and develop true solutions

Problem solving teaches methods for clearly defining problems, discovering root causes, and providing permanent and true solutions.

This training is for managers, supervisors, plant managers, team leaders, manufacturing engineers, quality technicians, floor/process personnel and others.

Training Components Include:

- Problem Solving
- Selling Solutions

Course Duration:

- 8 Hours

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Since 1976

Helping Business and Industry Become More Competitive

Learn proven methods for truly correcting problem issues

This 8-hour course suggests that problem solving is best approached by breaking it into two elements: Problem Solving and Solution Selling.

Problem Solving

Problem Solving teaches a problem-solving system that utilizes root-cause analysis and the creation of an A3 one-page “story” of a problem. *Participants will learn and apply these tools in a live simulation and also to an actual problem involving a work issue from their own facility.*

Problem solving covers 75% of the class and will focus on:

- Concisely defining problems,
- Understanding the problem solving method,
- Familiarity with analysis tools,
- Applying root cause analysis techniques,
- Completion of an A3 one-page problem “story.”

Selling Solutions

Selling Solutions covers the remaining 25% of the class. Selling Solutions engages the participants through their own Personal Influence Inventory questionnaire and assessment.

In addition, participants will be exposed to the six persuasion principles as written by the Harvard Business Review. This newly acquired knowledge in both personal influence and persuasion will give the students a wide range understanding on social influences.

These influences can be helpful when selling solutions and influencing without power.

Participants learn how to:

- Create problem solving statements,
- Create process flows,
- Create Pareto charts,
- Create and analyze fishbone diagrams,

- Complete and analyze 5-why root cause analysis,
- Complete an A3 problem solving form,
- Complete a Personal Influence Inventory assessment,
- Understand the 6 persuasion principles of our society.

For More Information Contact:

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Auburn Technical Assistance Center was established in 1976 and is an affiliate of the Alabama Technology Network and an Economic Development Administration University Center. As an Outreach arm of the Auburn University College of Business, ATAC provides business and technical assistance, customized training, and consultation in implementing value-added strategies to manufacturers and other businesses, not-for-profit organizations and government agencies in Alabama and the Southeast.

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