

# Solving Problems®

## Applying Process Improvement Tools

**Purpose** “Solving Problems” provides organizations with a common language, tool set, and consistent process with which to solve problems, analyze opportunities, and make process improvements.

At each step, Process Improvement Tools are used to expand and contract ideas — to generate ideas by exploring creative possibilities, and to sort, evaluate and select ideas.

- Objectives**
1. Solve business problems and improve processes
  2. Generate ideas by exploring creative possibilities
  3. Sort, evaluate and select ideas
  4. Build consensus with up to 10 selected Process Improvement Tools:
    - ✓ Delphi
    - ✓ Multi-Voting
    - ✓ Causal Loop (Systems Thinking)
    - ✓ Check Sheet & Pareto Chart
    - ✓ Affinity
    - ✓ Cause & Effect
    - ✓ Brainstorming
    - ✓ Keep/Start/Stop
    - ✓ Criteria Rating & Ranking
    - ✓ Action Plan

**Audience** For all professionals

**Duration** 1+ full-day program (depending on objectives and exercises selected)

**Materials** ✓ Participant Workbook, including these practical on-the-job tools:  
7-Step Problem Solving Model & up to 10 selected Process Improvement Tools

- Business Results**
- Identify clear problem statements and desired goals
  - Thoroughly diagnose business issues
  - Generate creative solutions
  - Apply objective decision filters and criteria
  - Develop specific action plans
  - Accelerate decision making to reach team consensus



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*Providing business leaders  
lasting competitive advantages  
through improved  
team performance*