

## Course Title: Managing Problem Solving (PT205)

**Level:** Practitioner

**Duration:** 24 hours (indicative), approximately 8 weeks

**Delivery method:** Supported distance learning

**Assessment:** 1 hour multi-choice examination

**Recommended Prior Learning:** Introduction to Problem Solving (FD102)

**Mandatory Prior Learning:** None

### Overview

This course provides practical skills development of the fundamental tools, techniques and structured methodologies for problem solving and the capability to lead a problem solving team in the application of the key tools and development of robust and sustainable solutions.

### Who is it for?

This course is designed for those who are practising in quality and aspire towards middle management.

### Indicative course content

- Approaches to problem solving and their use (such as 3C, 8D, A3, Six Sigma [DMAIC], DFSS, Lean, Kaizen, TPM, Appreciative Inquiry and Kepner-Tregoe)
- Structured problem-solving approaches (8 Steps)
- Problem definition and scope (such as Is/is not, description structures and chartering)
- Roles in problem solving and workshop facilitation
- Leading teams working with the following tools:
  - Tools to understand current conditions (flowcharts, check sheets, stratification, pareto charts, scatter plots, run charts, histograms, control charts)
  - Tools for root cause analysis (cause/effect diagram, 5 Whys)
  - Solution generation (idea generation, selection matrices)
  - Evaluation of solutions (PDCA)
  - Risk analysis (risk matrix, FMEA, mistake proofing)
  - Implementation of solutions (standardisation, monitoring, follow-up)

### Delivery method

Supported distance learning. A Tutor will be assigned who will provide support and guidance throughout the course. All course materials are accessible via our web-based learning system.

### Course fee

The course fee is inclusive of tutorial support, learning and assessment materials, an account for our learning system, examination and certification.

- £475 +VAT per learner

### Examinations

- Examinations are online and can be arranged to be taken in your workplace where invigilation is agreed and provided by your employer.
- Additional fees will apply if you wish to undertake the examination in a paper-based format.

- If you wish to sit the examination at an examination centre (please refer to 'exam information' on <http://www.roveconsultancy.co.uk/cgi-quality-management/> for details of examination centres that support external students. Please note examination centres will charge a fee for this service. Details should be obtained directly from the representatives of these organisations.
- Please note that a fee of £65 +VAT is applicable should a re-sit be required.

### **How to enrol**

We don't have set enrolment periods for this course so you are able to enrol at any time. Please complete the contact us box below, email [info@roveconsultancy.co.uk](mailto:info@roveconsultancy.co.uk) or call 0191-6600355 and we'll get back to you.