# DIGILEAF INC.
*Leading Excellence Among Fellows*

# Systematic Problem Solving

Recognition for structured problem solving is critical in a world where information is highly accessible and the losses that accompany failure are even more devastating.

Simple problems fit into a linear (straightforward) problem solving model while complex problems have multiple and complex components and variables, difficult to define, data is not readily available, and there are no known solutions or easily applied rules of thumb for solving the problem.

## Training Objectives

At the end of the course, the participants will be able to:

1. Describe the stages/phases in solving problems.
2. Identify appropriate problem solving methodology depending on problem type.
3. Use problem solving techniques at each state of the problem solving state/phase.

## Duration 2 days

## Topics

I. Problem Taxonomies
II. Types of Quality Problems
   a) Conformance
   b) Unstructured Performance
   c) Efficiency
   d) Product design
   e) Process design
III. How to Solve a Problem
IV. Problem Solving Methods
   a) RCCA
   b) PDCA
   c) JDI
   d) DMAIC
   e) LEAN
V. Expanded Problem Solving and Decision-making Process
VI. Creative Problem Solving using TRIZ