Publication date : 02/15/2024

Course : Problem-solving method

Practical course - 3.5 hours - Ref. 9PB
Price : 370 € E.T.

How complicated is problem solving? Let's start at the beginning: understanding the logical and essential sequence of steps in a problem-solving process. 3h30 in a group workshop will enable you to put yourself in a situation and experiment, at each stage of the process, with an appropriate choice of tools.

Teaching objectives

At the end of the training, the participant will be able to:

- Implement a problem-solving process
- Use the right resolution tool

Intended audience

Production, maintenance or supply chain managers looking for problem-solving methods and tools.

Prerequisites

No special knowledge required.

Practical details

Teaching methods

3h30 to get started. Group ideation and problem-solving workshops. Experimentation with a selection of tools.

Course schedule

1 Implement a problem-solving process

- Understand the meaning of a problem-solving approach.
- Identify the essential steps in the problem-solving process.
- Schedule the steps.

Group discussion
Group workshop: using an ideation tool, build the different stages of a problem-solving process.

PARTICIPANTS
Production, maintenance or supply chain managers looking for problem-solving methods and tools.

PREREQUISITES
No special knowledge required.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

2 Experiment with resolution tools adapted to each stage of the process

- Defining the problem: QQOCQP, return canvas.
- Identify causes: record sheet, Ishikawa diagram (5M), Pareto diagram (20/80).
- Finding solutions: brainstorming, mind mapping.
- Define actions: decision matrix, action plan.
- Track actions vs. objectives: Gantt planning.

Hands-on work

Collective problem-solving workshop: based on a proposed case study, experiment with a selection of tools adapted to the different stages of the process.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

Dates

REMOTE CLASS
2026 : 26 June, 18 Dec.