

# Course : Overcoming problems as part of a quality approach

Practical course - 2d - 14h00 - Ref. DAQ

Price : 1520 CHF E.T.

★★★★☆ 4,9 / 5

For a quality approach to last and bring maximum benefit, it is important that it incorporates a continuous improvement process. That's why, once the problem has been objectively defined, the appropriate analysis and resolution methods and tools need to be used with the designated team.

## Teaching objectives

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

- ✓ Identify and analyze the characteristics of a problem
- ✓ Master problem-solving methods and tools
- ✓ Build and lead a problem-solving team
- ✓ Communicate on the approach to ensure its sustainability

## Intended audience

Any person in charge of improvement actions within the company.

## Prerequisites

No special knowledge required.

## Practical details

### Exercise

Alternating didactic presentation and discovery-based learning. Illustration with concrete examples. Discussion and practical application.

## Course schedule

### 1 Problem definition - Behavioral analysis

- Define the characteristics of a problem?
- Analyze reactions and behaviors when faced with a [[problem]] situation.
- Restate findings while avoiding interpretation.
- Apply the continuous improvement approach "PDCA" to MARP.

### Hands-on work

Practical application exercises: situation tests.

### PARTICIPANTS

Any person in charge of improvement actions within the company.

### 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 Problem Analysis and Resolution Methodology (MARP)

- Determine the chronological stages of analysis and apply resolution tools.
- Identify and formalize the problem in terms of deviation: QQQQCP.
- Identify and specify the type of information needed to understand the problem, data collection.
- Conduct cause analysis research: ISHIKAWA cause tree, 5M, PARETO rule.
- Research, select and implement solutions: brainstorming, decision matrix.
- Check the effectiveness of solutions, define measurement criteria.

### Hands-on work

Based on a case study, implement a problem-solving approach (steps and tools).

## 3 Leading a problem-solving team

- Déterminer les enjeux et les finalités du projet de résolution de problème.
- Build your team: identify the skills needed to carry out the project.
- Set objectives and manage the process.
- Structure communication and disseminate information to keep the process alive.
- Use feedback to improve problem-solving.

### Hands-on work

Sharing of participants' experiences to identify best practices. Feedback on case studies.

## 4 Overview of similar methods

- Use the generic method in any context: 8D.
- React quickly to quality problems with QRQC, Quick Response Quality Control.
- Breaking new ground on crucial problems: the DMAIC principle.

### Hands-on work

Sharing best practices and discussing the advantages and disadvantages of different methods.

### 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 and locations

### REMOTE CLASS

2026 : 15 June, 28 Sep., 7 Dec.