

# Process Improvement Techniques for Solving Problems

Our organizations face problems. We want to get better results but don't always succeed. We need more than just ambitious goals or targets to improve our performance. We need tools and methods to help us focus our efforts so that we can leverage what we can do to improve the odds of making real improvement in what we care about most.

Learning Objectives:

- Learn a set of simple easy to use analytical tools to elevate your ability to solve problems.
- Practice techniques using data to help focus on key leverage points.
- Learn easy to implement group methods for identifying root causes of problems, mapping processes for better results, and looking for waste.

9:00-12 noon  (break around 10:30am)	<ol style="list-style-type: none"><li>1. Seeing and Understanding Variation<ol style="list-style-type: none"><li>a. Control Charts</li><li>b. Histograms</li></ol></li><li>2. Looking for the vital few in our data<ol style="list-style-type: none"><li>a. Pareto Charts</li></ol></li><li>3. Data Issues – What to do when you don't have the data you need</li></ol>
12:00-12:45	Lunch
12:45-4:00pm  (break around 2:30)	<ol style="list-style-type: none"><li>4. What is driving our problems?<ol style="list-style-type: none"><li>a. Cause and Effect Analysis<ol style="list-style-type: none"><li>i. Special Cause</li><li>ii. Common Cause</li><li>iii. Future Cause - Failure Modes and Effect Analysis (FMEA)</li></ol></li><li>b. Fixing Causes<ol style="list-style-type: none"><li>i. Checklists</li><li>ii. Error Proofing</li><li>iii. Counter Measures</li></ol></li><li>c. Experiments</li></ol></li><li>5. What path does our process follow?<ol style="list-style-type: none"><li>a. Process Mapping<ol style="list-style-type: none"><li>i. Process Flow</li><li>ii. Spaghetti Diagram</li><li>iii. Value Added Map</li></ol></li></ol></li><li>6. Looking for Waste<ol style="list-style-type: none"><li>a. Eight types of waste</li><li>b. Learning to look for waste</li></ol></li></ol>
Wrap-up	7. Key takeaways, your management plan, evaluations