

WSQ Problem Solving and Decision Making

ES-ACE-302G-1

Purpose:

To equip the learners with a comprehensive suite of tools, techniques and templates to solve problems and to make quality decisions, which include anticipating and identifying potential problems, facilitating team's effort to resolve problems, making appropriate decisions and formulating implementation plans.

Learning Outcome

At the end of the workshop, the learners should be able to:

- Identify symptoms that could lead to potential problems at the workplace
- Apply logical deduction to anticipate and detect problems at the workplace based on symptoms and relevant information gathered
- Analyse relevant information surrounding the perceived problems and identify the exact problem using various techniques.
- Analyse the root causes of the problems at the workplace using appropriate problem-solving tools and techniques
- Facilitate generation of solutions to solve problems by encouraging creativity among team members
- Select a solution among the shortlisted ones collectively with team members
- Develop an implementation plan that addresses the root causes of the problems and consider the impact to organization and customers
- Evaluate the effectiveness of the implemented solution and implementation plan by analyzing feedback gathered from relevant sources

Workshop Content

1. Introduction and Identifying **S**ymptoms
2. From Perceived to Potential **P**roblems
 - a. **P**rocess Questioning
 - b. **O**bjective Reasoning
 - c. **S**ymptom Cause Effect
 - d. **E**limination Process
3. Root Cause **A**nalysis
 - a. 5 Whys
 - b. 5W1H, Tabulation
 - c. Diagnostics Questions
 - d. Logical deduction / deductive reasoning
4. **D**ecision on Solutions
 - a. Divergent thinking
 - b. Convergent thinking
 - c. Criteria Matrix
 - d. SWOT Analysis
 - e. Impact Analysis
5. **I**mplementation
6. **E**valuation

WSQ Case Study Assessment Papers

Intended Audience:

This course is designed for managers, supervisors, team leaders and professionals to equip them with a suite of problem solving tools, techniques and templates for them to solve product-related, process-related and people-related problems effectively and efficiently

Workshop Methodology

This highly interactive workshop will be conducted with a good blend of instruction, discussions, case studies and simulation games. Participants are encouraged to bring their workplace problem to the workshop to solve.

Workshop Duration: 2 Days