



HOSCA

management consultants



SYSTEMATIC PROCESS IMPROVEMENT AND PROBLEM SOLVING

AIM AND APPROACH:

This course is designed to teach participants systematic process improvement and problem solving. Topics include guidelines for continuous process improvement, problem solving, root cause analysis and basic quality tools.

PROGRAMME OBJECTIVES:

- Identify a problem that requires improvement
- Define a problem in measurable terms
- Contain the problem while developing a long term solution
- Collect and analyse data relevant to the problem
- Analyse the system of causes and determine the root cause
- Plan and implement solutions relevant to the root cause of the problem
- Evaluate the effectiveness of the improvement
- Determine opportunities for standardisation
- Realise the benefits of process improvement
- Examine the improvement process for lessons learned and new problems to solve

AUDIENCE:

Staff involved in Performance Improvement projects.

DURATION:

2 Days

AGENDA:

- Introductions / Objectives / Agenda
- **Introduction to Root Cause Analysis**
 - Need for a 7 Step Improvement Process
 - Benefits of 7 Step Improvement Process
 - PDCA
 - 7 Step Improvement Model



HOSCA

management consultants



SYSTEMATIC PROCESS IMPROVEMENT AND PROBLEM SOLVING cont'd

AGENDA cont'd:

- **Define and Contain the Problem**
 - Identify problem areas and select the problem
 - Problem Statement
 - Problem containment
 - Problem objective
 - Problem resources and analysis
 - Map of Process
 - Develop improvement plan
- **Measure the Problem**
 - Define data collection requirements
 - Develop data collection plan
 - Collect data
 - Define process baseline
- **Perform Root Cause Analysis**
 - Stratify data to understand root cause
 - Evaluate data to determine relationship
 - Develop a Cause & Effect diagram
 - Determine the 5 Whys
 - List and prioritise root causes
- **Plan and Implement Improvement**
 - Brainstorm potential solutions
 - Evaluate cost, complexity, impact, benefit and risk
 - Prioritise solutions into interim and long term
 - Communicate implementation plan
 - Implement solution
- **Assess Effectiveness of Improvement**
 - Collect data
 - Compare performance
 - Evaluate improvements
- **Standardise and Control**
 - Identify opportunities for standardisation
 - Determining the stability of the solution
 - Implementing needed controls



HOSCA

management consultants



SYSTEMATIC PROCESS IMPROVEMENT AND PROBLEM SOLVING cont'd

AGENDA cont'd:

- **Realise and Reflect**
 - Realise the benefits of the improvement
 - Reflect on lessons learned
 - Document and communicate improvement
 - Close the project

METHODS:

This is a practical workshop. Participants should bring an outline of a potential project and will work through this during the event. Short inputs and case studies are used to supplement the input. The use of the Performance Improvement Toolkit will be emphasised during the workshop.

