

## PROBLEM SOLVING & DECISION MAKING

### **Purpose:**

This course is intended for individuals from organizations that are required to define, understand and correct problems pertaining to productivity or service delivery.

### **Duration:**

3-day

### **Cost:**

R6000 per person

### **Course content:**

- Defining a problem
- Understanding the various terminologies and definitions
- Correction, corrective action and preventive action process
- Various SPC tools and techniques
- Introduction to 6sigma, lean manufacturing and theory of constraints
- 8 Discipline approach (automotive, manufacturing)
- Problem solving in the service sector
- Cost to quality
- Psychological aspects within the organization world to understand and interpret different personalities
- Reliability Engineering
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### **Benefits:**

- Open training will enable learners to meet solve critical, major and minor defects within the organizations.
- Help the learner to make calculative decisions based on facts using statistical tools and methods
- Learn to handle different situations and scenarios
- Control non-conformances and understand the importance of corrective and preventive actions
- Understanding the cost to the various problems encountered and implications behind them

