

## Process Mapping, Problem Solving & Continual Improvement

### Course Description

This course provides participants with an understanding of the interrelated subjects of Process Mapping, Problem Solving and Continuous Improvement.

Participants will learn the practical techniques required to develop Process Maps and use Process Mapping as a tool for process analysis and improvement within the organization. The course material introduces different problem solving methodologies as a point of reference, but the focus will be on the specific tools available and how they can be used to solve problems and drive continual improvement.

### Who Should Attend

Individuals or teams interested in developing specific skills to optimize their quality management systems and/or who will be responsible for the implementation of continuous improvement and the monitoring of their organization's initiatives to improve the bottom line.

### Content

#### Process Mapping

- The Process Approach
- Basics of Process Mapping
- Creating a Process Map
- Process Improvement, Measurement & Analysis
- Process Analysis Techniques
- Envisioning the "To Be" State
- Rationalizing Change
- Implementing & Monitoring

#### Problem Solving & Continual Improvement

- The Problem Solving Process
- Introduction to the 8 Discipline (8D) Process
- Overview of PDCA Method (Plan-Do-Check-Act)
- Teamwork and the Team Process
- Problem Solving Tools & Techniques
  - Problem Statements
  - 5 Why Trees
  - Root Cause Analysis
  - Cause & Effect Diagrams
- Selecting, Implementing & Validating Corrective Action

#### Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

The course uses a combination of presentation, discussion and in-class exercises. Participants are encouraged to discuss and explore specific issues that they currently experience within their organization.

**Location**

On-Site

**Duration**

12 - 16 Hours

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