

PROBLEM SOLVING AND DECISION MAKING (PSDM)

INTRODUCTION

The ability to identify the cause of problems and to make the appropriate decisions to solve them effectively is the fundamental excellence of every successful leader or team member. Dealing with problems can be similar to being lost. You don't know where you are. In any improvement, decision-making or problem solving processes, leaders need to know where they stand, what the problem really is, what is the true cause of the problem before any decisions or solutions can be proposed. Problem solving and decision-making should follow a logical and systematic process that helps people resolve business issues effectively. Other, less systematic attempts at problem solving run the risk of attempting to eliminate the symptoms associated with the problem rather than eliminating the problem at its cause. Using effective problem solving and decision-making processes in teams helps people tap into the know-how of individuals, develop consensus, gain commitment, and resolve issues. Everyone is on the same wavelength, using a common approach and language, and works towards the same goal, regardless of background or expertise. This training program examines a step-by-step process for identifying and solving problem. Included are tools appropriate for moving through each step of the process. It is fast-paced and interactive, with group discussions, case studies, and the opportunity to network with leaders who face similar challenges. This training program is a must all leaders or team members who need to solve problems and make decision in their workplace and life.

COURSE CONTENTS: (2 Days Program)

- I. Introduction:
 - A. Problem Solving Preference Survey
 - B. The basic process

- II. Different Approaches to Problem Solving: An overview
 - A. Continuous improvement cycle – PDCA Approach
 - B. 7 Steps Problem Solving Method.
 - C. K-T Problem Solving and Decision Making Process Overview

- III. Problem Definition
 - A. Identifying performance gap
 - B. Define problem statement

- IV. Understanding Current Situation
 - A. Situation Analysis
 - B. Identification of where the problem IS and IS NOT.
 - C. 5 W's and 2 H's questioning technique.
 - D. Process flow diagram

- V. Analyze the Cause
 - A. Brainstorming technique
 - B. Organizing Cause and Effect information
 - C. Data and analysis verifying the root causes.

- VI. Generate Solutions and Check Results
 - A. Decision analysis.
 - B. Proposing solutions.
 - C. Plan for implementing and monitoring the results.
 - D. Validating solutions & impact to root causes.

- VII. Embed Solutions and Future Plans
 - A. Potential problem analysis
 - B. Plan for communicating, integrating and monitoring the change.

- C. Actions plan
- VIII. Other subjects covered in the program:
- A. The problem solving analysis tools & techniques
 - B. Human side of problem solving
 - C. Creativity used in problem solving
 - D. Creating an improvement story.

COURSE OBJECTIVES :

At the end of the course, participants will..

- Understand the step-by-step approach to effective problem solving and decision making
- Understand how to distinguish between the causes and effects of problems
- Know when, where and how to use the analytical techniques in each step
- Know the human side of problem solving and the vital role communication plays at each step
- Know how to apply the problem solving and decision-making techniques on the job.

WHO SHOULD ATTEND:

- Leaders & Project Team Members who need to lead/participate teams to accomplish goals
- Managers, Executives, Engineers, Supervisors – those whose job requires solving problem and making decisions

ADMINISTRATIVE DETAILS:

Duration : 2 days
Time : 9.00am – 5.00pm
Venue : In-house or external training program

Language Medium: English

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping, SPC, QCC, Quality Improvements using 7QC Tools, 7 Steps Problem Solving, QIT, TQM, MRP II, ERP, Team Building Program, Effective Meetings Workshop, Effective Supervisory Skills, Problem Solving & Decision Making, Effective Time Management, Motivation At Work, Frontline Leadership Program, and 7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.