

# Problem Solving Methodology Summary

This information leaflet provides a summary of one of the Global Pharma Networks Problem Solving Methodologies.

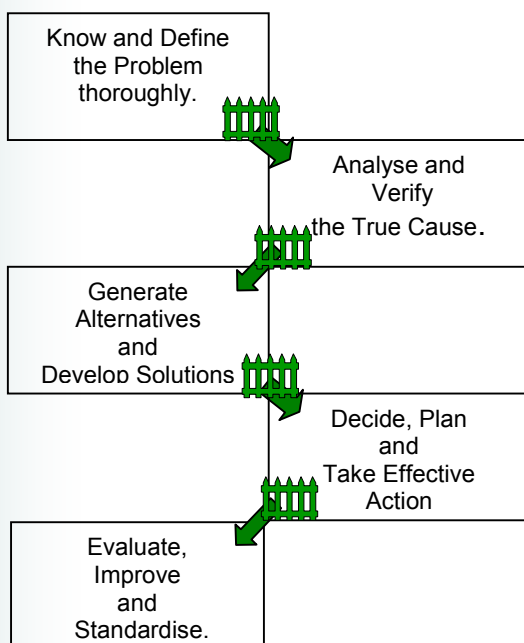
## Approach:

Our approach to any training is experiential, involving participants at all stages. The techniques are presented and then using case studies or exercises the techniques are tried, tested and used. A Systematic Training approach will be employed thereby linking with training already received in other courses.

Therefore the approach to the training is highly interactive and will inform while allowing participants to try out the information received in classroom situations while engaging the participants in meaningful analysis of the relevant subjects.

## Systematic Problem Solving:

There are many problem-solving models in operation in companies – all are good many however are cumbersome and are not user-friendly. Our aim is to have a practical user-friendly yet successful approach to problem solving which can become part of the company culture at an early stage. To this end a basic 5-step model is recommended:



This approach comprises just 5 steps and within each step there are a number of methods for successfully negotiating that step. These include questions, checklists, measurements etc.

Each step has a gate, which has to be opened to get to the next step. The gates remain closed until gatekeeper questions are successfully answered. This stops people jumping ahead and going for quick fixes.

Within each step a number of objectives must be achieved before the gate may be approached.

The keys to this system are accuracy, discipline and honesty. The system can be enhanced as the facility gets more mature and functions require specific aspects of the training.

No endeavour is without problems – this term, however, is negative – a more positive approach is to call them probortunities and thereby make them work for us.

## Outline Course Plan

<u>Timing</u>	<u>Systematic Problem Solving Training Workshop</u>	<u>Exercises</u>
<b>09.00</b>	<b>Introductions, agenda, objectives</b> <i>(set by participants as part of intros), hygiene factors, in/out thinking, yawn etc. Course overview / Coat of Arms</i>	
<b>09.15</b>	<b>Context – Core</b> competencies, start-up situation, culture development. Quality, Safety, Environment etc.	
<b>09.30</b>	<b>The Problem Solving Model and Gatekeeper System</b>	
<b>10.00</b>	<b>Break</b>	
<b>10.15</b>	<b>Problems or Probortunities?</b> – Common elements of all problems	
<b>10.30</b>	<b>Know and define the problem thoroughly.</b>	
<b>11.00</b>	<b>Case study introduction – define the problem</b>	Exercise
<b>11.30</b>	<b>Analyse and Verify the True Cause</b> - techniques	Exercise
<b>12.30</b>	<b>Review case study so far.</b>	
<b>12.45</b>	<b>Lunch</b>	
<b>01.30</b>	<b>Generate Alternatives and Develop Solutions</b> - creativity	Exercises
<b>03.00</b>	<b>Break</b>	
<b>03.15</b>	<b>Decide, Plan and take effective action</b>	Exercises
<b>04.30</b>	<b>Evaluate, Improve and Standardise.</b>	Exercise
<b>05.00</b>	<b>Review and close</b>	