



Course:

Complex Problem Solving

A Holistic and visualize approach in problem solving that ease understanding and communication

Duration: 1 Day (9:00 – 16:00)



**PRACTICAL • •
• • WORKSHOP**

**พัฒนาคุณให้คิด
และตัดสินใจ**

ด้วยหลักสูตร

Complex Problem Solving

การแก้ปัญหาที่มีความซับซ้อน

คิดและตัดสินใจ ต้องฝึกฝน พัฒนาได้ พร้อม Workshop
การพัฒนากระบวนการความคิด ตัดสินใจจากโมเดลระดับสากล
ที่ใช้ในบริษัทชั้นนำของโลก

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**Workshop Description:**

"A picture is worth a thousand words", Problem Mapping is a visualized tool developed from the well recognized "Problem Solving and Decision Making" framework. It uses symbolic to support the thought process to holistically investigate the incident and recommend the set of thorough action plan ranging from the contingent plan, corrective action, preventive action and foolproof.

Problem Mapping is relatively easy to understand. Therefore, it can be applied to work and used as the common methodology for problem investigation both for support functions and manufacturing.

How You will Benefits:

- Better understanding the complicated problem with thorough action plan identified.
- A visualize map that systematically explain and analyze the multi-factor incident and the correlation between recommended actions and problem.
- A short and concise visualized presentation that can be used to report or recommend the action plan for management approval.

What You will Learn:

- **Root Cause Analysis**

Identify root cause systematically by gathering factual information, determine the most probable cause and develop the action plan to confirm the root cause or fix the problem.

- Problem Solving Overview
- Problem Statement
- Eisenhower Matrix
- IS / IS NOT Data Gathering technique.
- Identify possible causes tools such as fish bone diagram and brainstorming.
- Verify True Cause
- Questioning Technique

- **Problem Mapping**

A systematic approach to

- Identify the causes, root cause and other related factors.
- Work as a team to analyze complicated problem.
- Develop the thorough action plan to address the issues.
- Prioritize Possible actions
- Develop the visualized map to illustrate problem, impacts, root cause, related factors as well as the set of action had been taken and recommended action will be taken.

Who should Attend:

- Business Owner, Manager, Supervisor, Staff



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