

COURSE OVERVIEW

Business improvement and the survival of a company are based upon an organisations ability to solve problems. Often the key operational issues require employees to solve simple and complex problems through the use of cross functional teams. This workshop introduces delegates to a structured approach for the development of solutions through the use of root cause analysis, affinity diagrams, flow charts and structured brainstorming.

WHO WILL THE COURSE BENEFIT?

Operational managers and team leaders who are faced with the need to engage staff to deliver business improvements through problem solving.

COURSE OBJECTIVES

The skills you'll learn in this workshop will help you solve business problems. Delegates will be introduced to some simple techniques that will help them conduct a rigorous analysis of the problems they face, by helping them look at them in a structured and methodical way.

SKILLS GAINED

Upon completion of this course delegates will understand:

- Quickly getting to the root of a problem (5 Whys).
- Identifying possible causes of problems (Cause & Effect Diagrams).
- Organizing ideas into common themes (Affinity Diagrams)
- Understanding how a process works (Flow Charts)
- Methods of Risk Analysis (FMEA)
- Analyzing Strengths, Weaknesses, Opportunities and Threats (SWOT)

PREREQUISITES

There are no prerequisites for this course.

DURATION & FORMAT

This is a 1 day course.

DATES & PRICES

| January 10 | February 10 | March 10 | April 10 | May 10 | June 10 |
|--|-------------|--------------|------------|-------------|------------------------|
| 14 th Warrington | | | | | 21 st Leeds |
| July 10 | August 10 | September 10 | October 10 | November 10 | December 10 |
| | | | | | |
| Members £245.00 Non-Members £295.00 | | | | | |

OTHER BUSINESS IMPROVEMENT TECHNIQUES COURSES

The following courses are suggested as suitable for those that have completed this course:

- BIS102 Creating a Business Case for Improvement
- BIS103 Introduction to Process Mapping
- BIS104 Value Stream Mapping
- BIS105 Removing Variation & Waste
- BIS106 Introduction to Minitab
- BIS107 Advanced Minitab
- BIS108 Introduction to Business Workout
- BIS109 Business Workout Facilitator
- BIS110 Kaizen Facilitator
- BIS111 Error Proofing Business Processes
- BIS112 Understanding Value Creation

EXAMINATIONS

There are no examinations with this course.

FURTHER INFORMATION & BOOKINGS

For further information or to make a booking please call **01925 715245** or email events@northofenglandexcellence.co.uk