PROBLEM SOLVING GROUPS (PSG)

COURSE OVERVIEW

PerfEx Consulting
Performance Excellence
Through People

- ❑ What is Problem Solving
- ❑ Who's Role is Problem Solving?
- ❑ Problem Solving Groups (PSG)
- ❑ Five W & One H Overview
- ❑ Data Collection for PSG
- ❑ Fishbone Diagrams
- ❑ Five Why Analysis
- ❑ Plan Do Check Act
- ❑ Tips & Traps for PSG
- ❑ Completed PSG Example
- ❑ Multiple Choice Testing