



PerfEx Consulting

Performance Excellence

Through People

NAVIGATION GUIDE FOR YOUR COURSE



☐ Click the course you wish to sign-in to

The screenshot shows a course catalog interface. At the top, there is a navigation bar with the PerfEx Consulting logo on the left and links for 'Admin', 'My Courses', 'All Courses', and 'Preview as' followed by a user profile picture on the right. Below the navigation bar, there are two filter buttons: 'Category: All' and 'Author: All'. To the right of these filters is a search bar with the placeholder text 'Find a course' and a magnifying glass icon. The main content area displays three course cards. The first card, 'Problem Solving Groups (PSG)', is circled in red. It features an image of two hands holding puzzle pieces, the title 'Problem Solving Groups (PSG)', the subtitle 'A structured approach to Problem Solving', the author's name 'Brendan Healy', and a price tag of '\$30'. The second card, 'Five S (5S)', features an image of a hand drawing a diagram with colored lines, the title 'Five S (5S)', the subtitle 'A systematic approach to workplace organization', the author's name 'Brendan Healy', and a price tag of '\$30'. The third card, 'Statistical Analysis', features an image of a bar chart with a red arrow pointing upwards, the title 'Statistical Analysis', the subtitle 'An Introduction to Statistical Analysis to Improve Your Business', the author's name 'Brendan Healy', and a price tag of '\$30'.

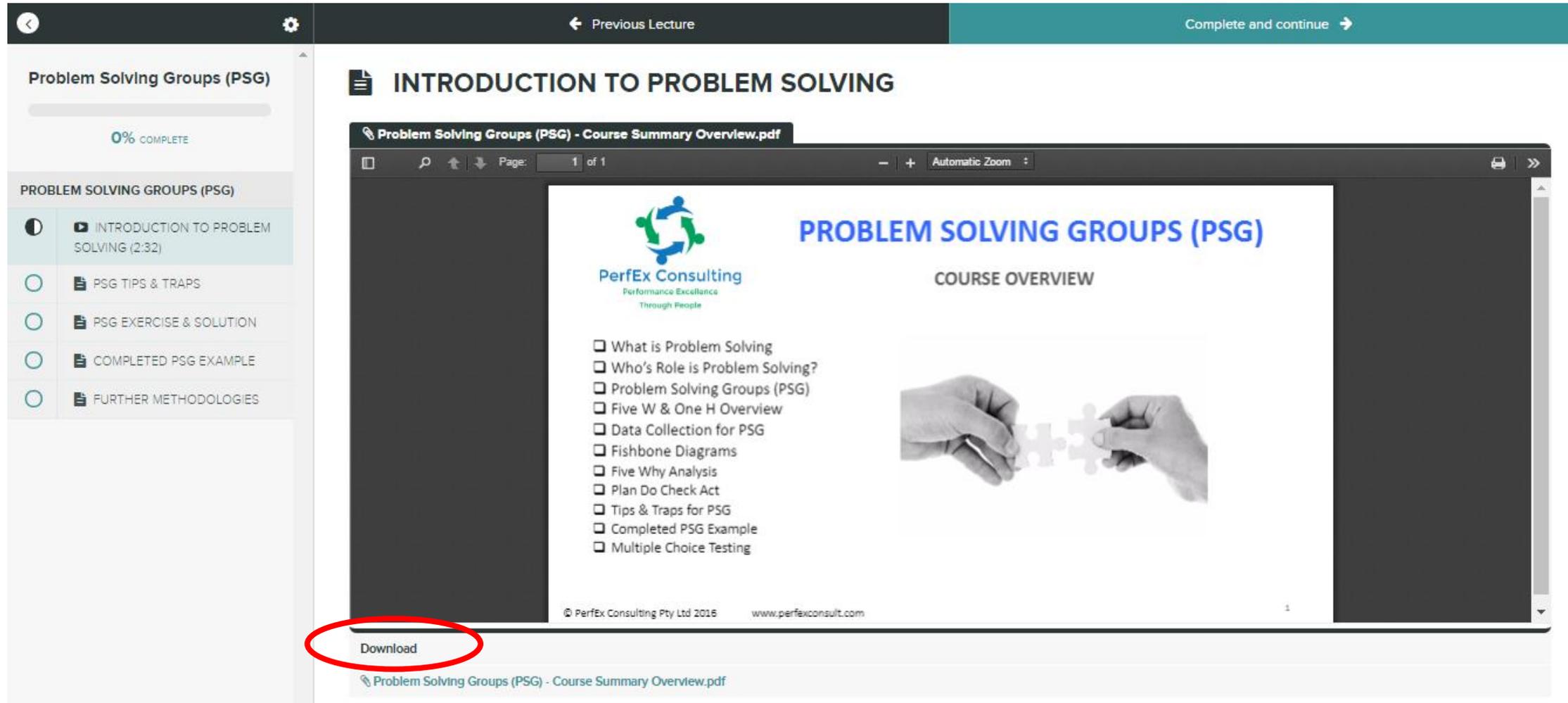


- ❑ When you first sign-in to the course your screen should look like this
- ❑ This example is from our PSG course but all courses follow a similar outline

The screenshot shows a course interface for 'Problem Solving Groups (PSG)'. At the top, there is a navigation bar with a back arrow, 'Admin', 'Preview as', and a user profile picture. Below this, the main content area is titled 'Class Curriculum'. A prominent teal button labeled 'Start next lecture >' is positioned above the curriculum list, with the text 'INTRODUCTION TO PROBLEM SOLVING' to its right. The curriculum is presented as a table with five rows, each representing a lesson. The first row is highlighted in teal and includes a play icon, the lesson title 'INTRODUCTION TO PROBLEM SOLVING', and a 'Start' button. The subsequent four rows are in light grey and include document icons, lesson titles, and 'Start' buttons. On the left side of the interface, there is a sidebar with a header image of hands holding puzzle pieces, the course title 'Problem Solving Groups (PSG)', a progress bar showing '0% COMPLETE', and menu items for 'Class Curriculum' and 'Your Instructor'.

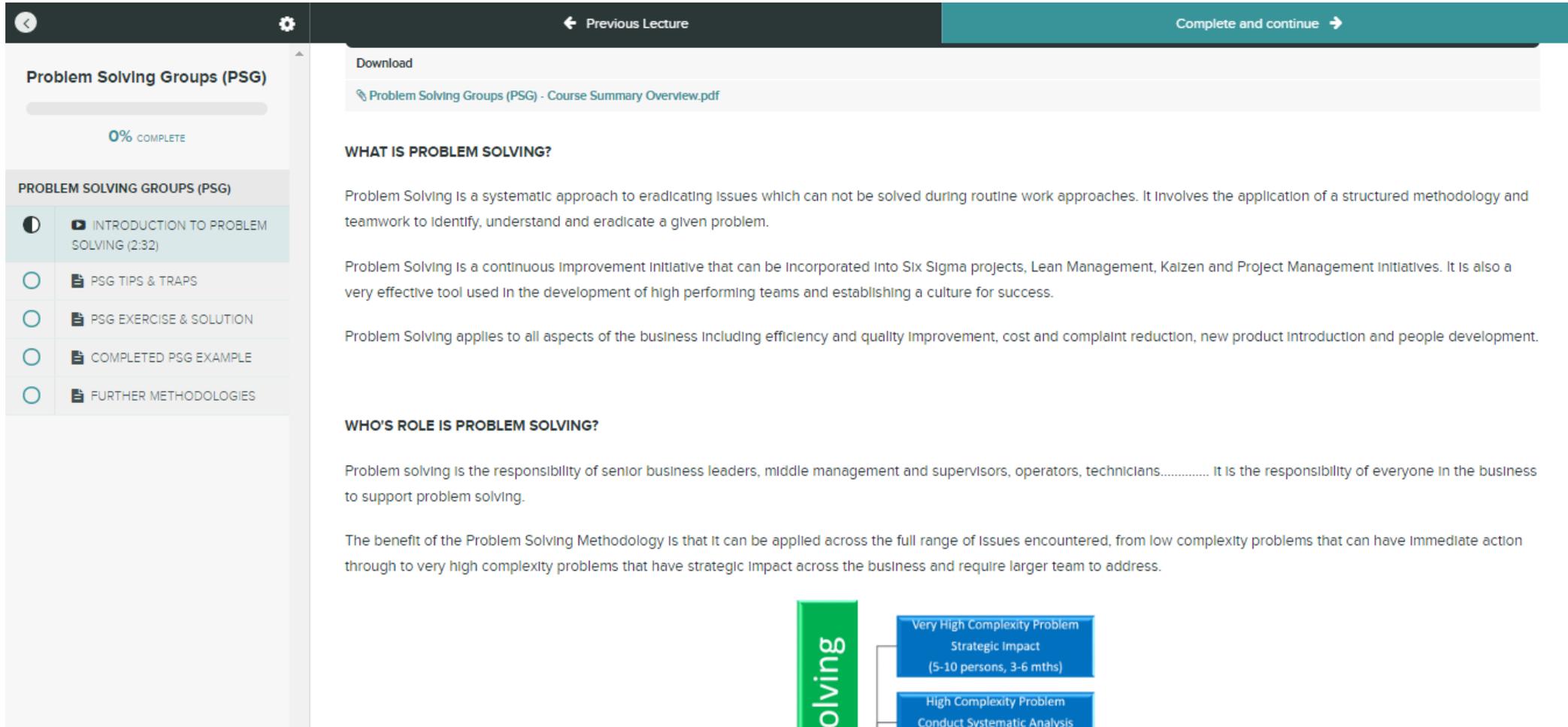
PROBLEM SOLVING GROUPS (PSG)		
	INTRODUCTION TO PROBLEM SOLVING	Start
	PSG TIPS & TRAPS	Start
	PSG EXERCISE & SOLUTION	Start
	COMPLETED PSG EXAMPLE	Start
	FURTHER METHODOLOGIES	Start

- The first lecture is “Introduction to Problem Solving”
- A course overview will appear as below
- You can download as a pdf to help guide & mark off to help you track your progress



The screenshot shows a web interface for a course titled "Problem Solving Groups (PSG)". The top navigation bar includes a back arrow, a gear icon, a "Previous Lecture" button, and a "Complete and continue" button. The left sidebar shows a progress bar at "0% COMPLETE" and a list of course modules: "INTRODUCTION TO PROBLEM SOLVING (2:32)", "PSG TIPS & TRAPS", "PSG EXERCISE & SOLUTION", "COMPLETED PSG EXAMPLE", and "FURTHER METHODOLOGIES". The main content area displays the title "INTRODUCTION TO PROBLEM SOLVING" and a PDF viewer for "Problem Solving Groups (PSG) - Course Summary Overview.pdf". The PDF content includes the PerfEx Consulting logo, the course title "PROBLEM SOLVING GROUPS (PSG)", and the subtitle "COURSE OVERVIEW". A list of topics is shown with checkboxes: "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", and "Multiple Choice Testing". An image of hands fitting puzzle pieces is also present. At the bottom of the PDF viewer, a "Download" button is circled in red. The footer of the PDF viewer shows "© PerfEx Consulting Pty Ltd 2016" and "www.perfexconsult.com".

- ❑ The lecture material will appear directly under the course overview summary
- ❑ The lecture material can be downloaded if you wish to print notes for yourself (download located at bottom of screen (under notes)).



Problem Solving Groups (PSG)

0% COMPLETE

PROBLEM SOLVING GROUPS (PSG)

- INTRODUCTION TO PROBLEM SOLVING (2:32)
- PSG TIPS & TRAPS
- PSG EXERCISE & SOLUTION
- COMPLETED PSG EXAMPLE
- FURTHER METHODOLOGIES

Download

Problem Solving Groups (PSG) - Course Summary Overview.pdf

WHAT IS PROBLEM SOLVING?

Problem Solving is a systematic approach to eradicating Issues which can not be solved during routine work approaches. It involves the application of a structured methodology and teamwork to identify, understand and eradicate a given problem.

Problem Solving is a continuous Improvement initiative that can be incorporated into Six Sigma projects, Lean Management, Kaizen and Project Management initiatives. It is also a very effective tool used in the development of high performing teams and establishing a culture for success.

Problem Solving applies to all aspects of the business including efficiency and quality improvement, cost and complaint reduction, new product introduction and people development.

WHO'S ROLE IS PROBLEM SOLVING?

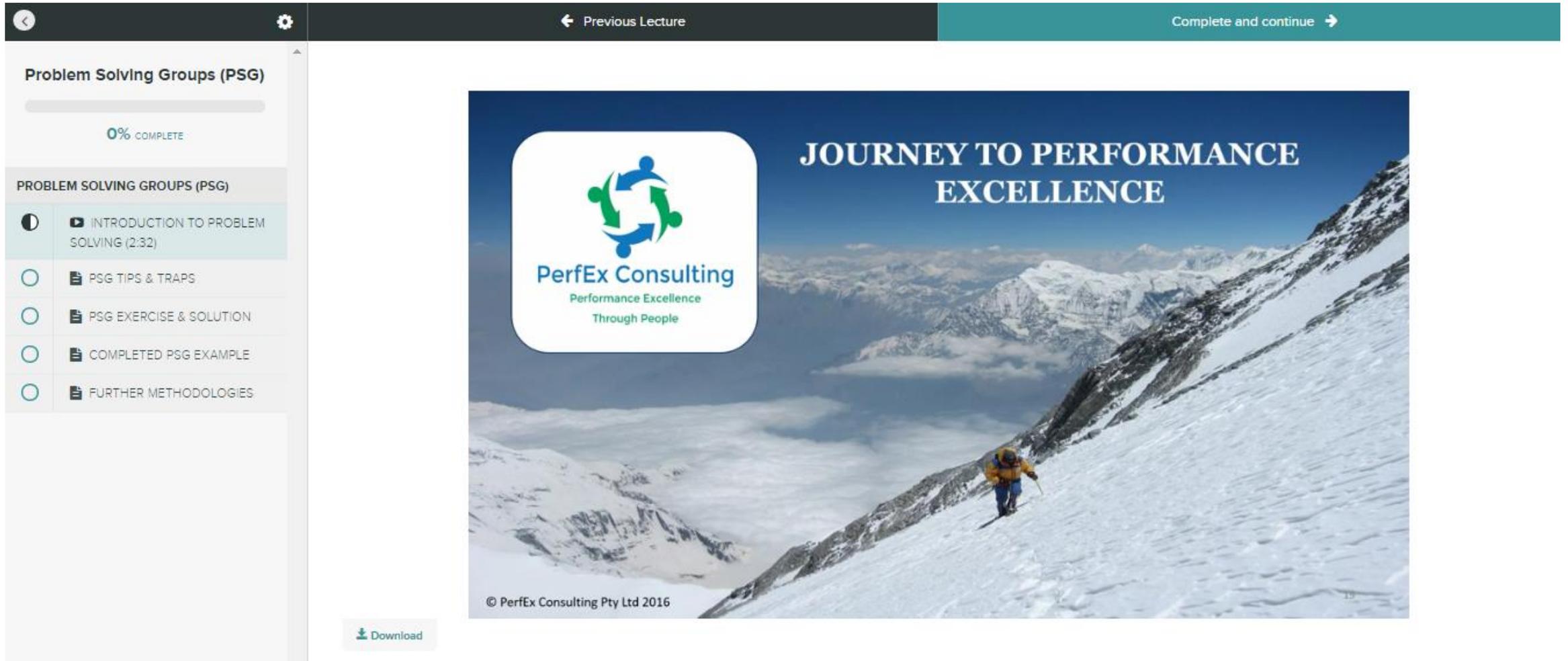
Problem solving is the responsibility of senior business leaders, middle management and supervisors, operators, technicians..... It is the responsibility of everyone in the business to support problem solving.

The benefit of the Problem Solving Methodology is that it can be applied across the full range of issues encountered, from low complexity problems that can have immediate action through to very high complexity problems that have strategic impact across the business and require larger team to address.

olving

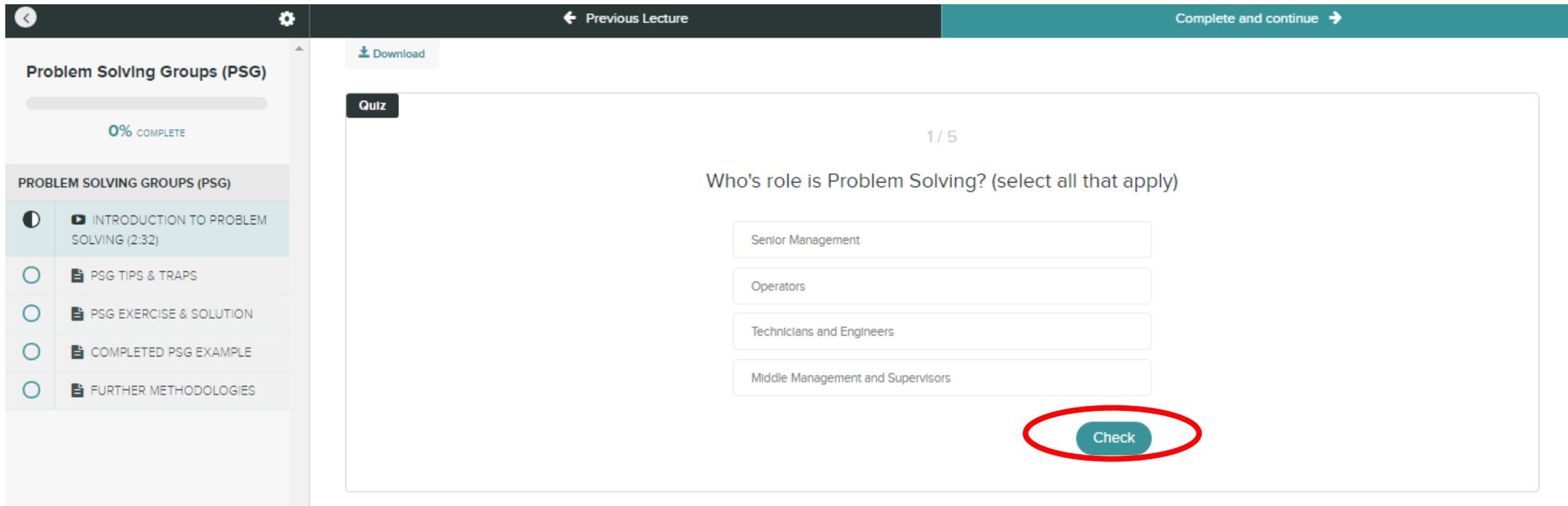
- Very High Complexity Problem
Strategic Impact
(5-10 persons, 3-6 mths)
- High Complexity Problem
Conduct Systematic Analysis

- Beneath the lecture material is a video which will play a presentation on the topic also. This can also be downloaded.
- Some students prefer to learn in this format (it is available & optional for your benefit)
- To play the video hover your mouse pointer on the video & a play icon will appear



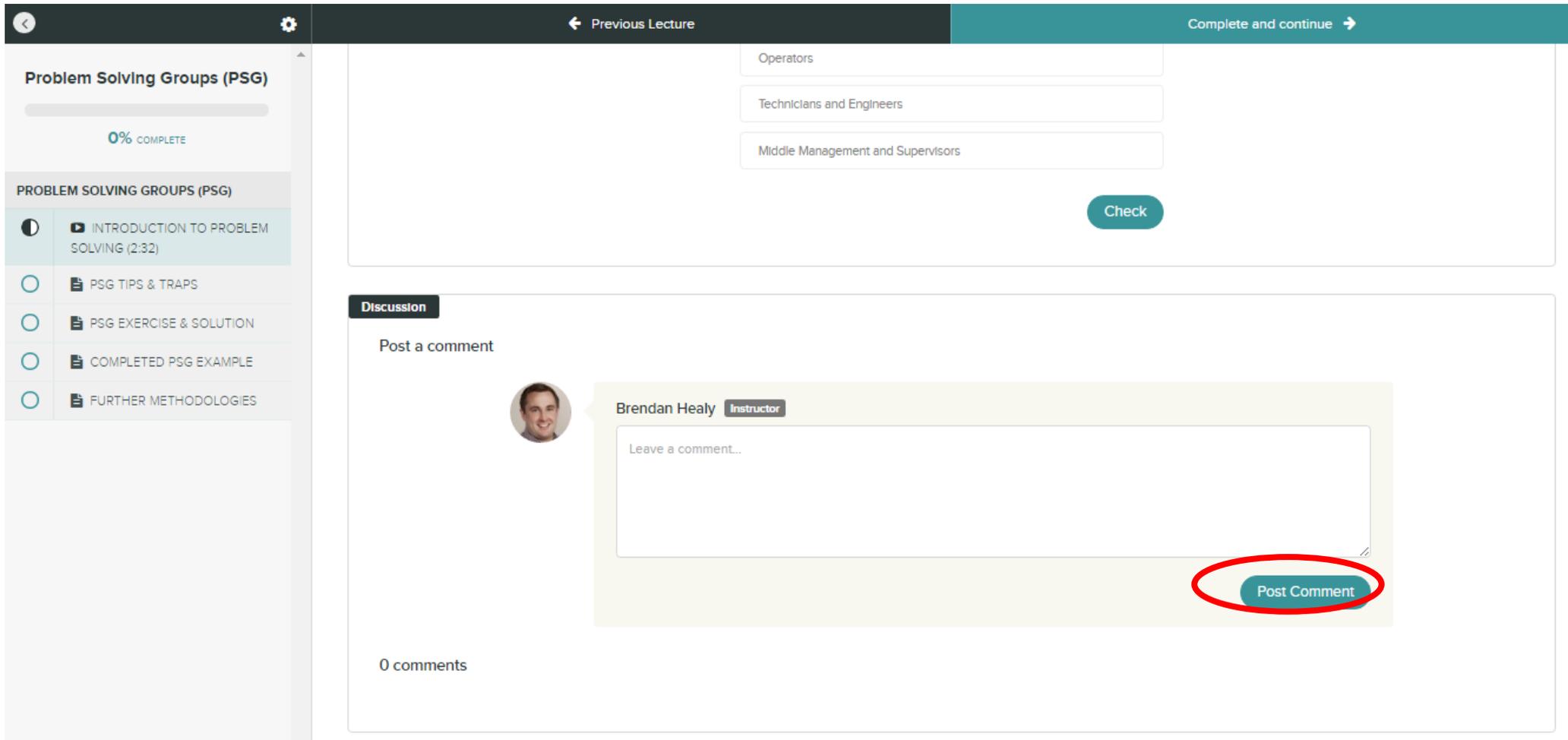
The screenshot displays a learning management system interface. On the left, a sidebar shows the course 'Problem Solving Groups (PSG)' with a progress bar at 0% complete. Below the progress bar, a list of video topics is shown: 'INTRODUCTION TO PROBLEM SOLVING (2:32)', 'PSG TIPS & TRAPS', 'PSG EXERCISE & SOLUTION', 'COMPLETED PSG EXAMPLE', and 'FURTHER METHODOLOGIES'. The main content area features a video player with a dark blue header. The header contains a 'Previous Lecture' button on the left and a 'Complete and continue' button on the right. The video player itself shows a presentation slide with the PerfEx Consulting logo on the left and the text 'JOURNEY TO PERFORMANCE EXCELLENCE' on the right. The background of the slide is a photograph of a person climbing a snowy mountain slope. At the bottom left of the slide, there is a copyright notice: '© PerfEx Consulting Pty Ltd 2016'. A 'Download' button is visible at the bottom left of the video player area.

- ❑ A quiz will appear at the bottom of the lecture (under lecture material & videos)
- ❑ Take the quiz to test your knowledge, the correct answers will be shown after your answer each question. The test is not to fail you but rather enhance your learning & help you identify areas of revision. You can reset & take the quiz as often as you like ;-)



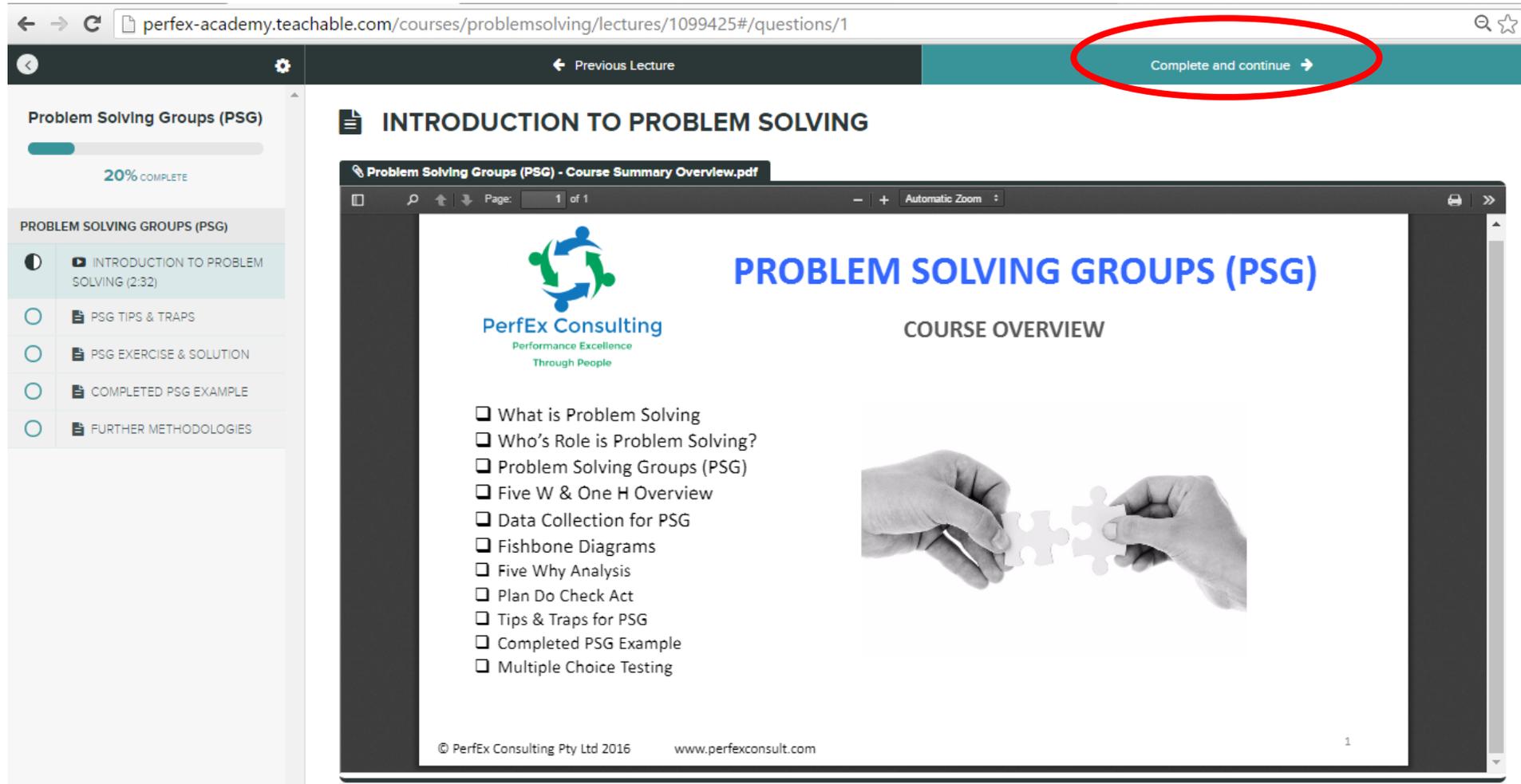
The screenshot displays a learning management system interface. At the top, there is a navigation bar with a back arrow, a settings gear, and buttons for "Previous Lecture" and "Complete and continue". Below this, a sidebar on the left shows the course title "Problem Solving Groups (PSG)" with a "0% COMPLETE" progress indicator. The sidebar lists five items: "INTRODUCTION TO PROBLEM SOLVING (2:32)", "PSG TIPS & TRAPS", "PSG EXERCISE & SOLUTION", "COMPLETED PSG EXAMPLE", and "FURTHER METHODOLOGIES". The main content area is titled "Quiz" and shows "1 / 5" questions. The current question is "Who's role is Problem Solving? (select all that apply)". It features four input fields: "Senior Management", "Operators", "Technicians and Engineers", and "Middle Management and Supervisors". A "Check" button is located at the bottom right of the question area, circled in red.

- ❑ At the end of each lecture there is a comment box available for you to leave comments
- ❑ If you enjoyed the course please let me know, equally if you spot any areas we can improve then please do let us know. After all, it is a journey of continuous improvement!



The screenshot displays a course interface for 'Problem Solving Groups (PSG)'. The top navigation bar includes a back arrow, a settings gear, 'Previous Lecture', and 'Complete and continue'. The main content area is divided into two sections. The upper section contains three input fields for 'Operators', 'Technicians and Engineers', and 'Middle Management and Supervisors', with a 'Check' button below them. The lower section, titled 'Discussion', features a 'Post a comment' prompt, a profile picture of 'Brendan Healy' (Instructor), and a text input field with the placeholder 'Leave a comment...'. A 'Post Comment' button is located at the bottom right of the input field and is circled in red. The bottom left of the discussion area shows '0 comments'.

- ❑ When you have finished with all the learning material & confident with your quiz result click the “Complete and continue” button located at the top right of the screen



← → ↻ perfex-academy.teachable.com/courses/problemsolving/lectures/1099425#/questions/1

← Previous Lecture Complete and continue →

INTRODUCTION TO PROBLEM SOLVING

Problem Solving Groups (PSG) - Course Summary Overview.pdf

Page: 1 of 1 Automatic Zoom


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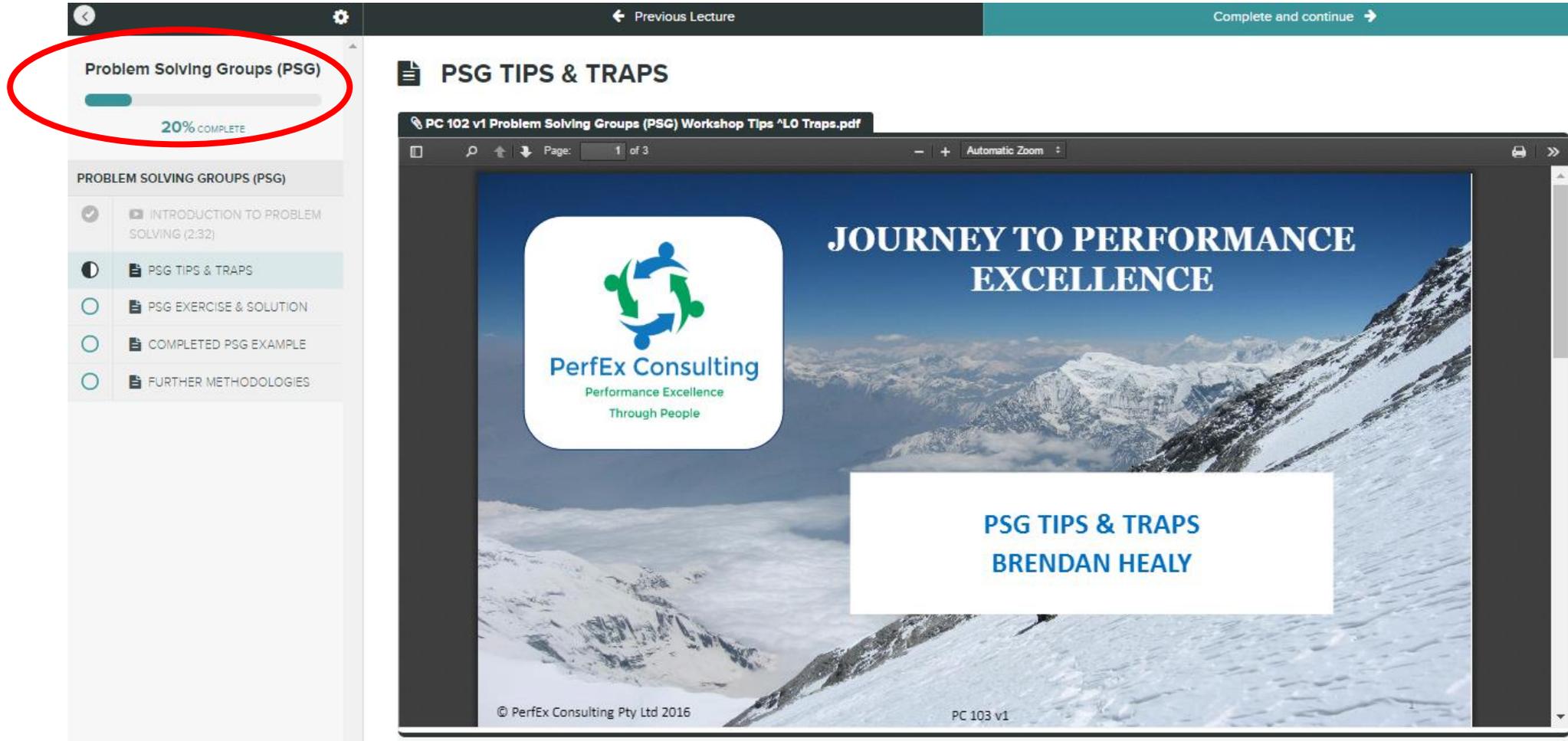
PROBLEM SOLVING GROUPS (PSG)

COURSE OVERVIEW

- ❑ 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

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- ❑ When you start a new section you will see that your course completion progress will be updated



The screenshot displays a learning management system interface. On the left, a sidebar shows the course structure for 'Problem Solving Groups (PSG)'. The 'PSG TIPS & TRAPS' section is highlighted, and its progress is shown as 20% complete. The main content area displays a PDF document titled 'PC 102 v1 Problem Solving Groups (PSG) Workshop Tips ^LO Traps.pdf'. The PDF content features the PerfEx Consulting logo and the text 'JOURNEY TO PERFORMANCE EXCELLENCE' and 'PSG TIPS & TRAPS BRENDAN HEALY'. The interface includes navigation buttons for 'Previous Lecture' and 'Complete and continue'.

- ❑ Once you have completed your course you will be contacted by a member of our team to confirm your completion & award you with our certificate of completion.
- ❑ If you have not been contacted within 48 hrs of completing your course then please contact info@perfexconsult.com
- ❑ Please contact us if you have any queries, happy learning ;-)

