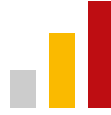✓ PROBLEM
SOLVING TOOLS

4CCONSULTING

WORKSHOP ON
PROBLEM SOLVING TOOLS

DURATION **2** DAY

TRAINING OBJECTIVES

To educate and train personnel, especially core team members, in applying structured problem-solving tools as Fishbone Diagram, Pareto Chart, 5 Whys, Scatter Diagram, and Fault Tree Analysis. With our expert guidance, participants will learn how to identify root causes, analyze data effectively, and prioritize issues with a systematic approach. The course builds the right skill set to not only solve existing problems but also to prevent recurrence, thereby fostering a culture of continual improvement. By mastering these tools, participants will be equipped to drive efficiency, enhance decision-making, and inspire their teams to achieve operational excellence

COURSE CONTENT

- Introduction to problem solving & continual improvement
- Importance of data-based decision making
- Overview of problem-solving tools
  a. Fishbone Diagram – identifying root causes
  b. Pareto Chart – prioritizing key issues (80/20 rule)
  c. 5 Whys – drilling down to root cause
  d. Scatter Diagram – finding relationships between variables
  e. Affinity Diagram – grouping and organizing ideas
  f. Fault Tree Analysis – evaluating failures and risks
- Case studies & practical exercises.

LEARNING OUTCOME

Listed below are some of the benefits of attaining Problem Solving Tools Training:

- Training will help you understand the aims, objectives, and benefits of structured problem-solving in any organization.
- You will learn to apply key tools such as Fishbone Diagram, Pareto Chart, 5 Whys, Scatter Diagram, Affinity Diagram, and Fault Tree Analysis effectively in real scenarios.
- You will be able to analyze problems systematically, identify root causes, and prioritize corrective actions based on data-driven insights.
- You will be able to implement preventive measures to reduce recurrence of issues, strengthening your organization's continual improvement culture.

CERTIFICATE

"Certificate of Qualified Internal Auditor" will be provided by 4C Consulting Private Limited after passing the examination.