 **Structured Problem Solving Overview**

Title of Process/Resource:

Structured Problem Solving

Date: June 2020

Structured Problem Solving Process/Resource purpose:

Using the Plan Do Check Act (PDCA) methodology staff are taught to problem solve workplace issues. By better understanding the ‘root cause’ of problems staff are taught to set up an action plan to eliminate the problem and improve the work processes.

**Structured Problem Solving - Best Practice in Action**

What is Problem Solving?

Problem Solving is a Lean tool that focuses on making problems known. The philosophy behind this is that problems are opportunities to improve the work that people do. The Plan Do Check Act and Ishikawa templates are designed to give structure to assisting people to approach fixing problems. In a Lean sense it is important that the people that do the work , or are involved where the problem/s occur are involved in the problem solving.

Why should you Problem Solve?

If workplaces fail to identify their problems and fix them, workplaces run the risk of repetitively working in poor functioning teams and producing poor quality. G

* Identify the Huddle Leader
* Communicate with the team when Huddles will start

Resources provided by Tū Ora

* PDCA (Plan Do Check Act) template
* Training

Delivery/Training Needs:

-workshop -module  -face2face  -visit 

Resources the Practice needs to provide

* Lean Leader
* Lean team
* Invitation to visit
* Training Time
* Visual Display Board

What do I need to do to Problem Solve?

* Training with Plan Do Check Act (PDCA) and Ishikawa template
* Practice PDCA
* Display PDCA
* Include PDCA in staff meetings

How do I Problem Solve?

* Train staff
* Give staff the chance to practice
* Use PDCA in staff meetings
* Make PDCA visible
* Record actions and completion of tasks
* Celebrate when improvements have been made

How will we know if Problem Solving is working?

* Positive feedback from wider team
* Elimination of problems and improved workplace processes

What else could we consider?

* Establishing a Team Lean
* Recording improvement ideas

Internet Links:

<https://www.google.com/search?q=plan+do+check+act&sxsrf=ALeKk01TT1BT-D07oYQUFpd4ah5wAZhO9Q:1591511394526&source=lnms&tbm=isch&sa=X&ved=2ahUKEwiDlM76ie_pAhWeyzgGHYMNDfAQ_AUoAXoECBQQAw&biw=1280&bih=578>

<https://www.mindtools.com/pages/article/newPPM_89.htm>

Supporting Legal documents: none

Clinical Best Practice: not applicable

Recommending reading:

<https://kanbanize.com/lean-management/improvement/what-is-pdca-cycle>

<https://www.amazon.com/Machine-That-Changed-World-Revolutionizing/dp/0743299795>