



CORPORATE PARTNERS
EXCELLENCE THROUGH PEOPLE AND PROCESS

Problem Solving

Breaking down barriers to improve results



Nationally accredited training and workplace consultation
Problem Solving - Operations

Corporate Partners RTO National Code – 91467

SHORT COURSE



Exploit your competitive advantage

Many competing factors impede the growth of Australian businesses. It is increasingly difficult for businesses to manage an internal supply chain and ensure that their potential is being realised while managing costs.

To remain competitive, businesses must be nimble and ready to exploit their advantages. Every organisation has a unique advantage that is too often underutilised: its collective intelligence and experience in the business.

Harnessing corporate intelligence

Leveraging the intellect, experience and knowledge of the staff of the entire business will improve performance and increase profits. That means working with everyone – from senior management through to the shop floor – to access a broad range of experience and knowledge to improve problem solving and strategy delivery.

When you are able to access this intelligence, remarkable things happen. Problems will be eliminated, efficiencies uncovered, and profitability maximised.

The Business Planning and Creative Problem Solving Program

Corporate Partners provides the solution that supports innovation and efficiency. The program is designed with 15 sessions to ensure that your business is able to harness its collective intelligence for business improvement. The program will provide staff with planning and problem-solving skills that will deliver improved results and outcomes.

The program is powerful and efficient in its execution. The first step is a management review where we assemble the executive team and conduct a one-day strategic-planning session. This vital step uncovers the key issues that may be impeding operational excellence and customer satisfaction.

During this phase, we explore operational bottlenecks and issues that impact efficiency and financial performance.

Smart and Skilled (SAS)

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. This training is subsidised by the NSW Government. Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III and
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

If you're a prospective learner/employer, please ask Corporate Partners if you would be eligible for this funding.

Program execution

Every business is different. To maximise the effectiveness of the program, we develop a customised solution that will address the issues that are affecting your profitability and efficiency.

We have a broad range of world-class tools to assist you and we will select the ones that are the best fit for your business.

Problem Solving

One topic that we have found benefits all businesses is Problem Solving. Every business experience problems and some problems continually arise and are never completely resolved. When this occurs processing time and organisational efficiency can be impacted.

Problem Solving is a core topic of the program. We provide participants with a toolkit of powerful tools that when utilised effectively will resolve issues, efficiently and effectively. The goal is to have problems addressed when they arise, without the need to wait for a supervisor or manager participation.

With the right tools, employees who work at the coal face or in customer service and administration are able to resolve issues as they occur. Allowing managers and supervisors to focus on more strategic initiatives.

Problem Solving

Part Qualification Delivery*

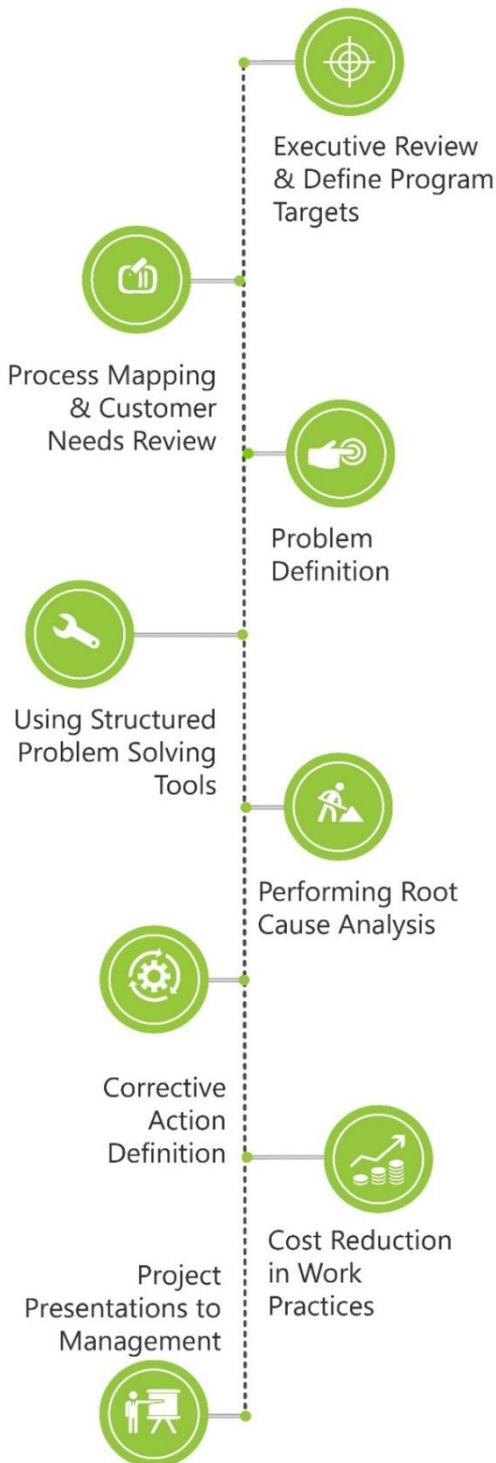
Code	Unit
MSS402080	Undertake root-cause analysis
MSS403053	Map an operational process
MSMSUP390	Use structured problem-solving tools
MSS403086	Improve cost factors in work practices



* TPPPQ funding 'may' be available upon application, see Corporate Partners for more information.



Program phases



1. The program begins with an intensive one-day Executive Review and Planning Session. During this session, we establish project goals, identify potential issues for resolution and develop the program plan.
2. The second phase of the program is Mapping the Operational Process. To understand and improve a process, a table describing the suppliers, inputs, process, outputs and customers is developed. During this phase, program participants summarise the process inputs and outputs along the supply chain. We also explore how to identify a key problem and we encourage participants to gain a deep understanding of the cause of an issue to eliminate it or even predict a problem before it arises.
3. The third phase of the program is Using Structured Problem-Solving Tools, in which participants will be introduced to a formalised approach to problem solving.
4. In the fourth phase of the program, we focus on Root Cause Analysis. We ask the important questions: Why has the problem arisen? What are the underlying factors that cause the problem? How can the underlying factors be addressed? An effective tool in this process is 5Whys, which encourages participants to avoid assumptions and trace back to the root cause of the issue. This tool is designed to facilitate uncovering and resolving issues within a process or perhaps a missing process.
5. The fifth phase of the program is Corrective Action Definition, where we help participants to identify the appropriate corrective actions for problems using high-level problem-solving tools and analysis.
6. Helping participants to identify the appropriate corrective actions for problems using higher level problem-solving tools and analysis, is the primary objective of this phase.
7. Reducing cost factors - The goal of this phase is to use improvement initiatives to deliver improvements in processes that will achieve cost savings as well as operational and safety improvements.
8. The final stage in the program is Project Presentations to Management, which is one of the most interesting to the management team. The results of the program are presented, and the recommendations are reviewed.