

## Common Course Numbering System

Your current Institution is CCCS

### Searching Current Courses For Spring 2015

Course: IMA 150

Title: IND Problem Solving Methods

Long Title: Ind Problem Solving Methods

Course Description: Provides the student with the methodology and skills to perform a clear, concise analysis of multi-faceted problems associated with complex equipment, systems or organization performance breakdowns or failures. Methodologies for developing, analyzing and prioritizing solutions will be presented. Demonstration of skills will be required using actual problems or failures.

Min Credit: 2

Max Credit:

Course Notes: Entered new course 6/29/07 s@

Origin Notes: RRCC

#### STANDARD COMPETENCIES:

- I. Identify several common problem solving methodologies and techniques.
- II. Describe three basic themes common to effective problem solving methodologies and explain the key elements of each.
- III. Understand and apply effective brainstorming methodologies and rules in a team setting.
- IV. Demonstrate the ability to define a business problem and relate the definition to a business goal.
- V. Demonstrate the ability to effectively map the cause and effect relationships for a defined business problem.
- VI. Demonstrate the ability to capture evidence to support and understand the identified causes.
- VII. Demonstrate the ability to develop alternate solutions to address developed causes.
- VIII. Demonstrate the ability to prioritize solutions and prepare an implementation plan.

#### TOPICAL OUTLINE:

- I. Importance of effective problem solving
  - A. Students problem solving experiences
  - B. Murphy`s Law and reality
  - C. Impact on business goals
- II. Root cause analysis

- A. Overview of root cause analysis
  - B. General methodology
  - C. Specific methods
  - D. Common errors
- III. Business goals
- A. Common industry goals
  - B. Goal setting
- IV. Process mapping
- A. Explanation
  - B. Practice
- V. Problem definition
- A. Explanation
  - B. Practice
- VI. Causal factor tree development
- A. Evidence gathering
  - B. Technique
  - C. Practice
- VII. Solution development and implementation
- A. Explanation
  - B. Practice

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