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7 STEPS of Problem Solving

by

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Activity Description



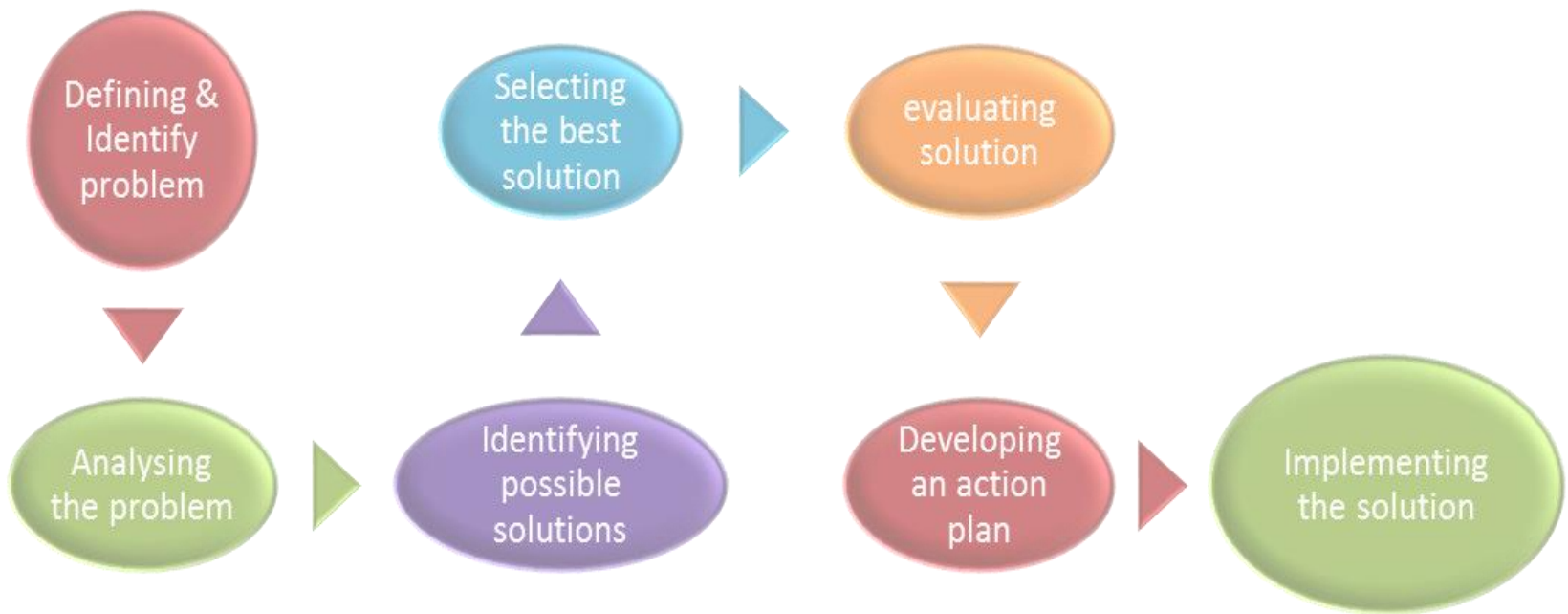
Aims:

The chapter aim to expose students to a general technique of problem solving.

Expected outcome:

- students should be able to know how to analyse & interpret information
- Students should be able to evaluate options, make a decision and solve problem.

Seven Steps of Problem Solving



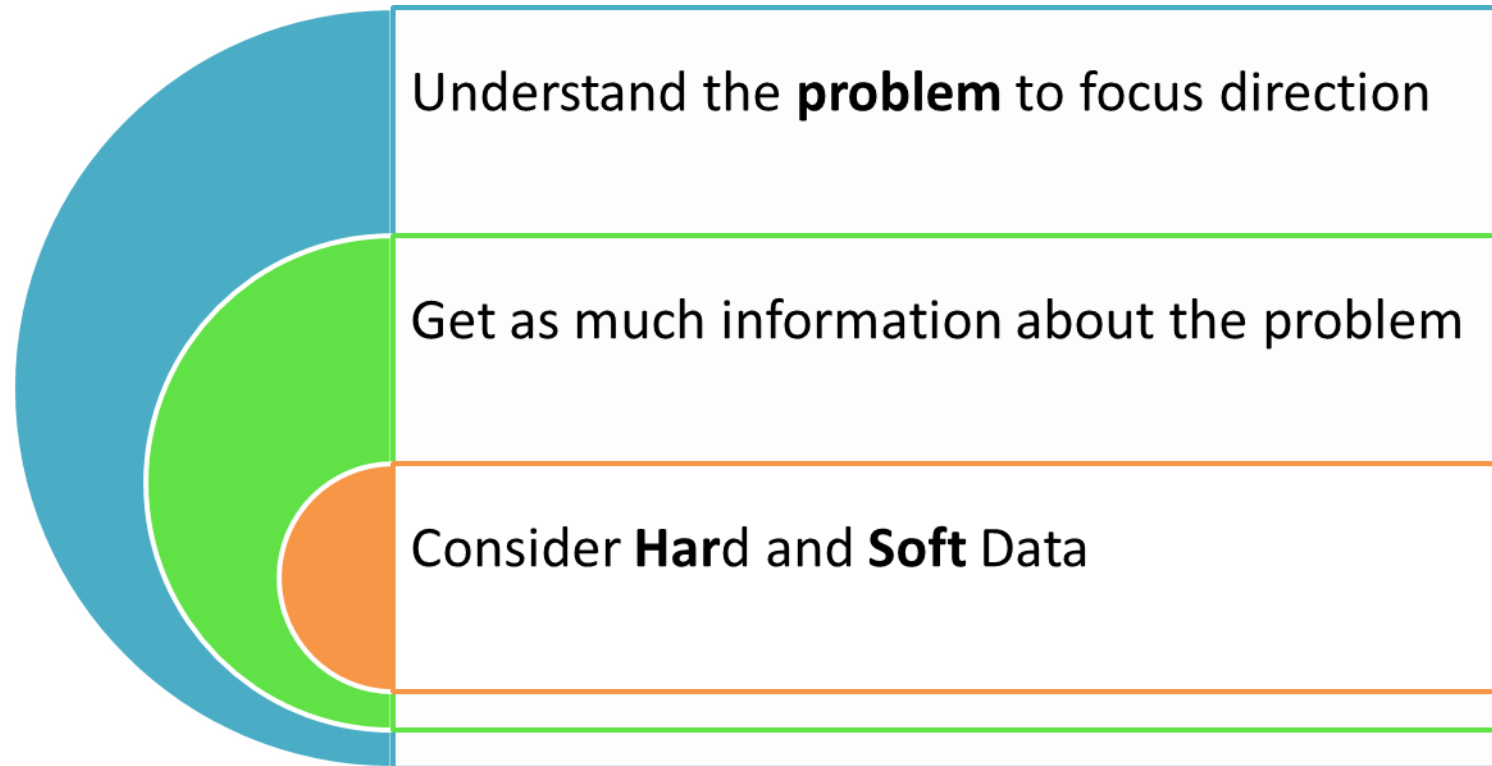
Adapted from: **Problem Solving Grand Slam: 7 Steps to Master, Any Industry, Any Problem...**

<http://gsl.mit.edu/media/programs/ghana-summer>

[2013/materials/problem solving grand slam 7 steps to master training deck.pdf](http://gsl.mit.edu/media/programs/ghana-summer/2013/materials/problem%20solving%20grand%20slam%207%20steps%20to%20master%20training%20deck.pdf)



STEP 1 : Defining and Identifying Problem



STEP 2 : Analyzing The Problem

Analyzing the Problem

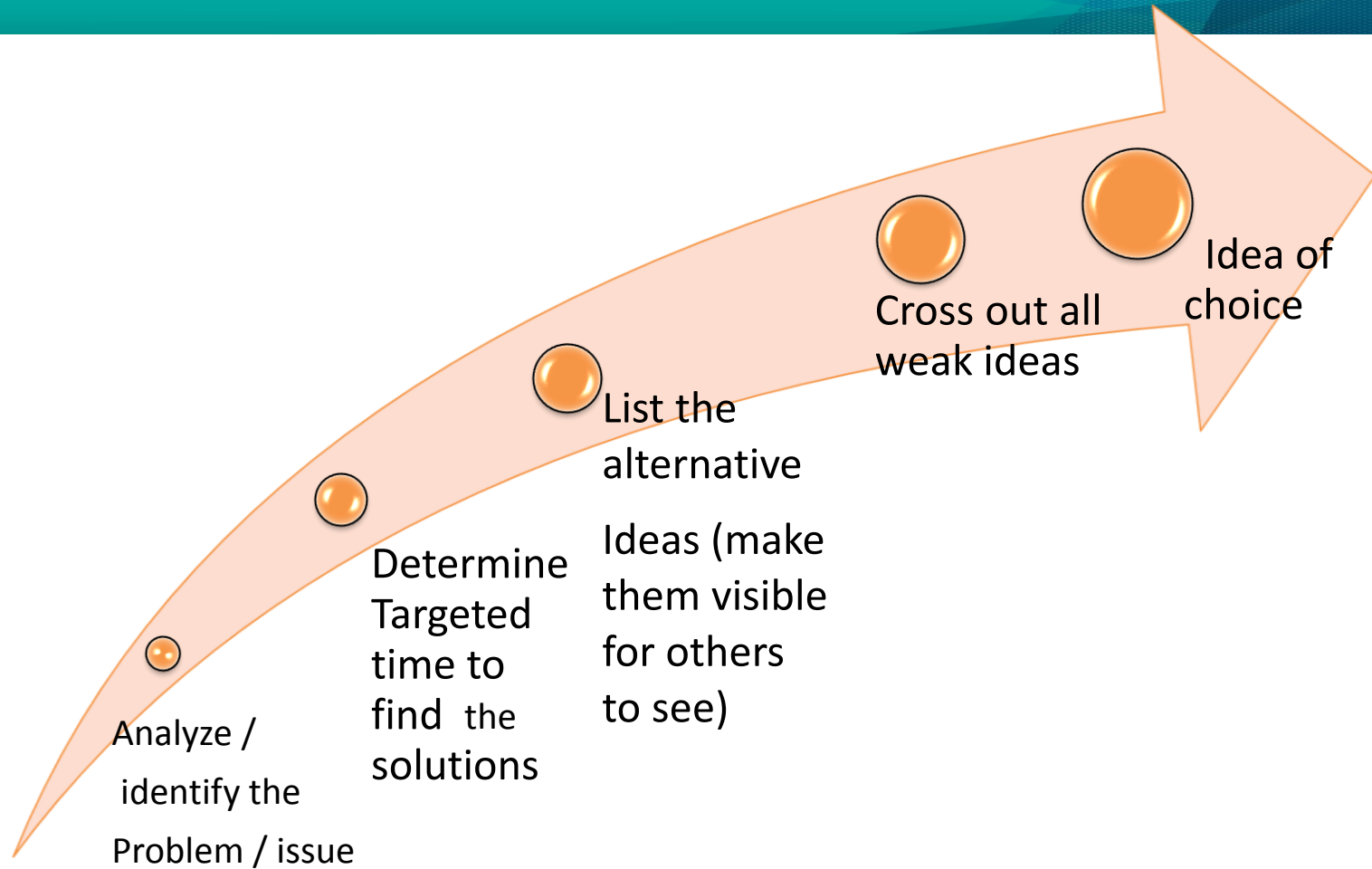
- Don't assume!
- Examine the issue thoroughly (i.e., employ root cause analysis).
- Ask Questions (4W1H)
- Gather & examine all relevant information
- View the problem from a various viewpoint (i.e., the customer, environment...)

STEP 3 : Identifying Possible Solutions

Identifying Possible Solutions

- The focus is to produce a list of all possible solutions to the problem
- Each input and all viewpoints should be considered at this point.
- Employ creative techniques to identify solutions such as brainstorming, pre-mortem etc.

Brainstorming Process



Conclusion of The Chapter

- The first three stages of the seven steps problem solving are the vital ones.
- Take time & carefully analyse the problem or issue at hand – mistaken in problem identification stage will lead to wrong solution.
- Each issue that arise usually an effect of several causes. Ability to identify the main course or the root cause will guarantee accurate solution.



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THANK YOU