



# QUALITY & LEAN THINKING

QNET presents:

## Problem Solving

Tuesday, May 4, 2010 – 8:15 a.m. to 4:15 p.m.

This workshop is for anyone within an organization who will be involved in problem solving or a quality improvement team for corrective and preventive action activities or process improvement.

### Workshop Objectives:

This hands-on workshop is aimed at helping an organization's team members to successfully problem solve and implement solutions by:

- Identifying and selecting the appropriate problems to be solved
- Setting up a problem solving project
- Making use of problem solving tools and techniques
- Effective meetings and teamwork
- Implementing the right solutions that work

### Workshop Outline:

- Identifying and selecting the problems to work on
- Structured approach to problem solving (5 steps)
- Effective meetings and teamwork
- Tools and techniques
- Managing solutions

**Facilitator:** Patrick Ilett is President of IQ9000 Ltd, a registered. He is a registered Quality Management System Principal Auditor (IRCA) and Certified Six Sigma Black Belt.

This workshop is:

- An optional course in the 70 credit hour **Certificate in Management Development (CMD)**
- Eligible for credit in the **CAM:OE (Certificate in Applied Management: Organizational Effectiveness)** in partnership with the University of Manitoba Continuing Education

### PRESENTED IN PARTNERSHIP WITH:

Industry Workforce Development, Manitoba Competitiveness Training and Trade Canada / Manitoba Business Service Centre

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**REGISTER NOW** - Fax this form to (204) 949-4990 or register online at [www.qnet.mb.ca](http://www.qnet.mb.ca)

Fee:     \$299.00 + GST for QNET Members                       \$359.00 + GST for Non-Members

Name \_\_\_\_\_ Title \_\_\_\_\_

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Participants will receive location/ final details about 3 days prior to session; please contact QNET if you do not receive this information. Cancellations must be received in writing no later than 6 business days prior to the course. After that time, the full registration fee will apply and only replacement participants will be accepted. Invoices will be sent for non-attendance. G.S.T. Reg # 899755334RT.



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