

Those of us who can rapidly solve complex problems in business most effectively will have careers that far exceed those of others. As you already know, you differentiate yourself from others through the problems you solve. So this fundamental skill of problem solving is required by every single manager who wishes to populate his or her CV with those compelling differentiation points. In this text, the author presents tools and a 5 step process we can all use as part of our day to day work. These are applicable in any context and can be used individually or as part of a concerted process of event based problem solving. He addresses both the psychological aspects of problem solving, as well as the technical elements of the methods used. He also discusses some of the underlying principles that will help you to master the skills of cause and effect analysis and treatment. The book will provide enormous value to: - Business improvement leaders - Line managers and process owners - Lean Six Sigma practitioners (Green Belts, Black Belts and Master Black Belts) - Business owners This book forms Part 6 of the Process Mastery with Lean Six Sigma body of knowledge. It complements the traditional LSS toolkit by providing tools to resolve event based / special cause problems that throughput and variation control toolkits do not fully address. Enjoy! ISBN 978-0-9872326-2-5

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