

Minnesota State College Southeast

SMGT 1214: Practical Problem Solving

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course will provide participant with the skills and resources to solve organizational problems and make better decisions. The opportunity will be provided to practice various problem solving techniques and tools, including the seven quality tools. Participants will learn methods for thinking about problems more creatively. (Prerequisite: None) (3 credits: 3 lecture/0 lab)

B. COURSE EFFECTIVE DATES: 05/12/1998 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Problem Solving techniques
2. Decision making methods
3. 7 Quality tools for organizational issues

D. LEARNING OUTCOMES (General)

1. Structure decision-making meeting
2. Enumerate steps in a problem-solving model
3. Apply brainstorming techniques to accumulating potential solutions
4. Describe meeting leader's role
5. Describe the concept of systems improvement
6. Describe productive participant
7. Set meeting ground rules
8. Construct affinity diagrams
9. Apply P-D-C-A cycle
10. Describe different types and sources of data
11. Analyze data collection and sampling plans
12. Build scatter diagram
13. Interpret cause and effect diagram
14. Interpret histograms
15. Interpret flow charts
16. Interpret scatter diagram
17. Interpret pareto charts
18. Interpret trend graphs
19. Interpret control charts
20. Develop team meeting agenda
21. Produce a group problem solving solution
22. Define root cause
23. Describe creativity stimulation techniques
24. Explain problem-solving steps
25. Develop a checklist
26. Produce a cause and effect diagram
27. Produce a flow chart
28. Describe information-gathering techniques
29. Calculate a histogram
30. Diagram a pareto chart
31. Develop a force field analysis

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted