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 participants 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