



# The Problem Solving Memory Jogger: Seven Steps to Improved Processes

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The Memory Jogger 2 contains a brief description of a 7-step problem-solving model that shows how the quality tools can be used to solve process problems. To help teams apply the model, training and quality managers asked us for a resource that would provide more guidance on the problem solving process. In response, GOAL/QPC published The Problem Solving Jogger.

Speed the never-ending quest for improved business processes by following GOAL/QPC's 7-step Problem-Solving Model, based on the Deming Plan-Do-Check-Act Cycle. This easy-to-use pocket guide shows readers how to use the quality improvement tools of the Memory Jogger 2 in a problem-solving context, and recommends the appropriate tools for each step of the way.

The book explains the importance of a systematic approach to problem solving, and walks readers through the model, explaining key concepts and how to do the sub steps. A case example links the steps, showing how one team used the tools to improve a real-world business process. A second case example shows how to create a problem-solving storyboard. The book is designed for both beginning and advanced teams: a special section shows teams how to turbo-charge each step with the 7 MP tools and the creativity tools.

Empower your workforce by adding your organization's logo, mission statement, or customizing the content to your organization's needs.

Features:

- Finding and solving problems in your organization's processes
- Using a systematic model to solve problems
- How to implement the 7-Step problem-solving model
- Creating a Storyboard
- Expert tips
- Advanced problem-solving concepts and techniques

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