



Lean Construction Certification Program (LCCP)

Module 6 – Problem Solving and Final Exam

Learning Objectives

- To understand and practice lean skills using a range of problem solving tools
- To use problem solving tools as the basis for performance improvement

Course Description

A series of problem solving tools are discussed within the context of a structured problem solving process. The participants have the opportunity to use these tools on real problems within their work areas.

Course Contents

- The problem solving process
- Problem solving tools, including:
 - » Pareto analysis
 - » Flow charting/process mapping
 - » Fishbone diagrams
 - » Poka yoke
 - » Brainstorming and creativity
 - » Five whys
- Do a Fishbone Diagram to identify root causes of problems within the work area
- Final Exam
 - » One-hour exam to qualify for LCCP Certification

All the modules are highly interactive, workshop-based learning experiences. They are designed to maximize the transfer of knowledge by carrying out hands-on exercises under the guidance and coaching of the course tutor. Although they are all based on a half-day time scale, the modules are sufficiently flexible to be easily extended to whole days by increasing the time spent on practicing the tools and techniques involved.