

IDENTIFICATION

Course code : E3B65EF3
ECTS : 1

DURATION

Lectures : 1
Tutorial classes : 3
Labs : 8
Total : 12

Project :
Personnal work :

ASSESSMENT

Project-based learning (problem-solving)
Oral presentation Submission of a report

TEACHING MATERIALS

Course support (ppt) Case studies

LANGUAGE

English

CONTACT

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UE : UE6.3-EFFI

COURSE : Methodology for Problem Analysis and Resolution

SCOPE OF THE COURSE

OBJECTIVES

Master a set of methods and tools to analyze a situation for improvement and formalize an appropriate action plan.

COMPETENCE AND SKILLS

Know the main problem-solving methods and tools
Be able to describe a problem (QQQCCP, PARETO)
Know how to analyze and identify the root causes of a problem (5M, 5 Whys, etc.)
Be able to generate and select ideas : brainstorming, decision matrix
Know how to develop and monitor an improvement action plan

PROGRAM

What is a problem?
Problem-solving methods : DMAIC, A3, 8D
Focus on the 8D method and associated tools
Brainstorming, QQQCCP, PARETO, Cause-and-effect diagram, 5 Whys, fault tree, solution tree, decision matrix, weighted voting, GANTT, SMART objectives/indicators
Managing a working group (roles : facilitation, secretariat, time management, logistics)
Case study : in groups of 4/5 students

BIBLIOGRAPHY

Rémi Bachelet - MOOC MARP
<https://gestiondeprojet.pm/>

REQUIREMENTS