

Problem Solving Work Shop (non technical)

Group Members:

Problem:

You are part of a group for a group project in a class. The group project due date is coming up shortly but one of the group members often misses class and has not been helping with their part of the group project. You and your other group members are concerned that this will affect your mark on the group project as well as the class. The group member who has been missing class has mentioned in passing that it is difficult for them to get to campus due to a long commute and that their part time job is requiring a lot of their time. You and your other group members want to get a good mark on this project and want to ensure that it is submitted on time. Explore, analyze, and provide solutions for this problem.

1. Define the Problem

What is happening?

Where is it happening?

When did the problem start?

Who is affected by the problem?

2. What are the potential causes of the problem?

Draw and complete an Ishikawa (Fishbone) Diagram for your problem.

3. Generate Ideas

Use brainstorming to generate a mind map of ideas about the problem, its potential causes, and potential solutions.

4. Select the best solution

What is the most likely cause, what is your solution, and why? Consider as many factors as possible in your decision.

5. Action

How will you implement your solution? Draw a flow chart to help explain your problem solving process. (You can use the back of the last page of this booklet if you do not have enough space here).

Presentation:

Select two members of your group to provide the class with a short (approximately 5 minutes) presentation on this problem. This will be presented next class.

Your presentation should include:

- An introduction of the speakers
- A list and explanation of the causes of the problem
- An explanation and reasoning of your solution as it has been laid out in your flow chart

You do **not** need any presentation or supplemental material.