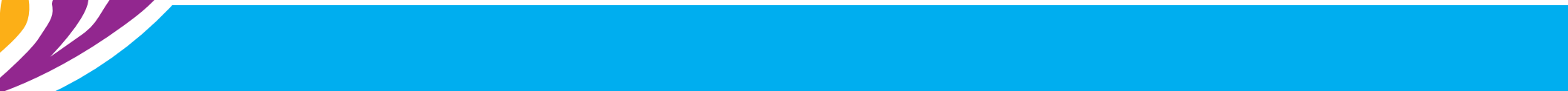


PROBLEM SOLVING SYSTEM

Transform your problems into opportunities



The Challenge

It is inevitable that every company will encounter challenges, setbacks and recurrent problems. Therefore, it is crucial to recognise that every problem is an opportunity to make improvements and learn from past mistakes. Most problems will stay hidden until it's too late to limit the consequences. Problems can generate a culture of blame and fear that inhibits creativity and initiative. Finally, employees may conceal from, or downplay issues to, others. This is inevitably detrimental to team spirit.



How can Footprint Consulting help?

Where an organisation has reoccurring problems, Footprint Consulting can implement a Problem Solving System that transforms problems into opportunities. The process that we institute supports organisations as they solve their problems, and in the process encourages them to become learning-oriented. Teams are equipped with the tools necessary to analyse the root causes of problems and develop appropriate and responsive corrective and preventative action plans.

The Problem Solving System is proven to reduce the frequency and impact of problems in any business, and also helps to identify new ways of adding sustainable value.

KEY BENEFITS

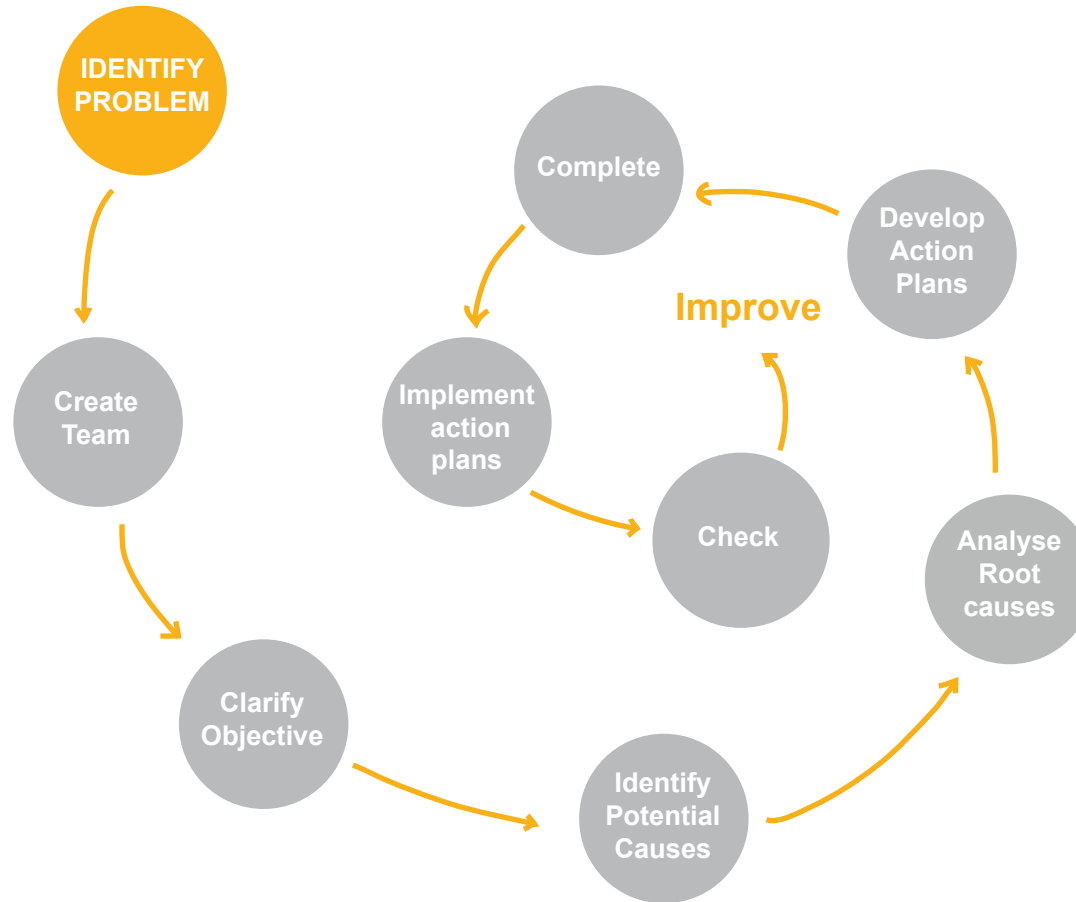
Our approach enables our clients to:

- Avoid recurrent problems
- Minimise the impact of problems
- Promote team collaboration
- Establish the right culture



Problem Solving Process

Transform your problems into opportunities



The impact of problems will be minimised through effective team collaboration. This is because the best solution, not just the first one to come to mind, will be the one that is implemented. By creating an environment in which problems are considered as opportunities to learn, rather than to blame, you can minimise fear, guilt and shame amongst your employees. Such an environment will help to release creativity.



Problem Solving Workshop



The Problem Solving workshops will follow these five-step process:



Step 1: Identify the problem

We will start by pinpointing the main issues that create the gap between the desired outcome and the current state.

Step 2: Clarify objective

We will describe desired outcomes in detail, focusing on the short term and long term outcomes.

Step 3: Analyse causes

- Potential causes
- Root causes

Step 4: Develop the action plans

- Corrective action plan is designed to reduce the impact of the current problem
- Preventative action plan is designed to address the root causes and to prevent the problem from reoccurring



Problem Solving tool



We have developed a problem-solving tool that provides a methodology to help you solve simple and complex problems. Our problem solving tool has been methodically designed to meet the specific needs of businesses. It is simple, intuitive and easy to use.

Using our tool will help you ask the right questions and work through the layers of a problem to uncover what's really going on. It will also help you to shed light upon other latent issues and inefficiencies that may be inhibiting your business from reaching its full potential. Collectively reflecting on problems and their root causes can lead to new opportunities or innovations.

Whilst facilitating these workshops we will simultaneously train your teams to continue to use our methods once we have gone. The continual application of our methods will help in shaping and/or reinforcing a company culture of support, innovation and continuous improvement”

Benefits gleaned from our problem solving tool include:

- Preventing problems from becoming recurrent
- The negative impact of problems will be minimised through effective team collaboration
- The process of problem solving can reveal existing issues that are undermining progress across the board
- Collaborative problem solving can reveal new opportunities
- Adopting a collective approach to problem solving cultivates positive teamwork practices
- By creating an environment in which problems are approached as opportunities to learn, rather than to blame, you can minimise fear, shame and guilt amongst your employees.



What our clients say



"The Footprint consultant helped us in educating our team about problem solving techniques.

She created a workplace system that encourages learning and discourages reoccurring problems.

This has been critical to the growth and success of our team. The mechanisms have empowered staff to share and resolve problems as a group, always in a positive and pro-active way"

Operations Manager- Building Industry

"The unique aspect certainly is the root cause analysis. So many times you think that

you are dealing with the real problems when the actual factors are something other that

what you are dealing with. We often work on the symptoms not the actual root cause.

This is a fabulous tool to determine what is the actual root cause and that helps drive

what you prioritise and how you approach problems moving on from there.

It's a very easy process to deliver upon and to translating into a plan"

Michelle Taylor, General Manager Camp Quality



4 Key Benefits

that companies will gain from adopting a methodical and professional approach to problem solving

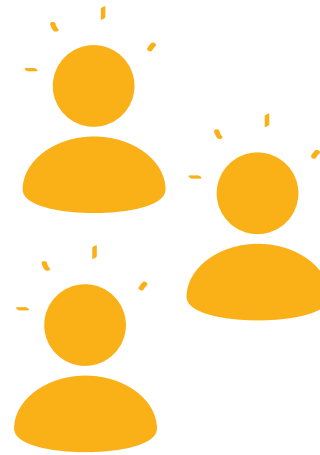


Save time & money

Reduce the impact of problems by implementing a corrective action plan.

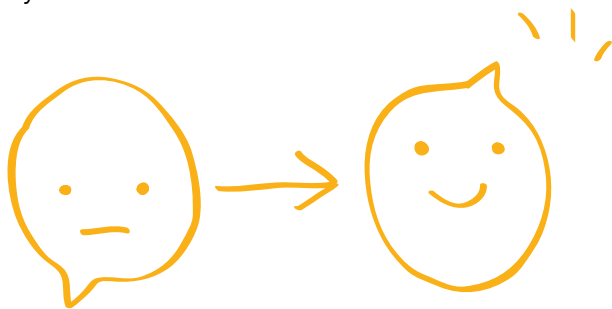
Collaborative environment

It helps the team to discover new opportunities



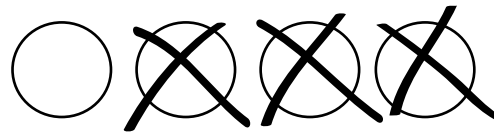
Establish the right culture

Create a safe and supportive environment in which problems are considered as opportunities to learn. It minimises fear, guilt and shame amongst your employees.



Avoid repeat problems

Discover the root cause of problems will help you to implement a permanent solution that will prevent them from recurring.



Our mission is to help
your organisation reach its
full potential



Contact

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