

PDCA PROBLEM-SOLVING TECHNIQUE

“Driving Operational Excellence Through the Plan-Do-Check-Act Continuous Improvement Cycle”

Schedule

Date	Venue	Fees (Face-to-Face)
05 - 06 May 2026	Doha, Qatar	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

The PDCA (Plan-Do-Check-Act) cycle is a proven and universally adopted framework for structured problem-solving and continuous improvement in quality, operations, and business performance. It provides a disciplined, repeatable method for identifying root causes, testing solutions, and sustaining improvements in processes.

This hands-on course equips participants with practical tools and techniques to apply the PDCA methodology in real-time workplace challenges. Through simulations, case studies, and guided exercises, learners will enhance their problem-solving mindset and learn how to foster a culture of data-driven, continuous improvement across teams and functions.

Objectives

By the end of this course, participants will be able to:

- Apply the PDCA cycle for structured and sustainable problem-solving
- Define problems clearly using data and root cause analysis tools
- Develop and test practical solutions through controlled implementation
- Measure, review, and refine actions based on performance results
- Promote a culture of continuous improvement within their organization

Why Attend

- Master a simple yet powerful framework for solving business problems
- Move beyond firefighting and adopt a proactive problem-solving approach
- Learn to involve cross-functional teams in sustainable improvements
- Strengthen process control and decision-making through metrics
- Develop real-world solutions to challenges within your own operations

Target Audience

This program is designed for:

- Process improvement professionals and Lean practitioners
- Operations, production, and quality assurance staff
- Team leaders and supervisors in any department
- Business excellence and performance improvement teams
- Anyone involved in problem-solving or process management

Individual Benefits

Key competencies that will be developed include:

- Structured thinking and analytical problem definition
- Effective use of problem-solving tools (e.g., 5 Whys, Fishbone Diagram)
- Collaborative team-based solution development
- Performance monitoring and feedback integration
- Continuous learning and improvement planning

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved operational performance and reduced process waste
- More consistent root cause elimination and issue prevention
- Stronger ownership of problems and accountability for solutions
- More engaged teams applying continuous improvement methods
- Faster resolution of quality, delivery, and service issues

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - PDCA cycle structure, principles, and business applications
- Case Studies - Industry-specific examples of successful PDCA implementation
- Workshops - Live practice of problem analysis, planning, testing, and review
- Peer Exchange - Team discussions and collaborative learning
- Tools - PDCA templates, RCA forms, checklists, and tracking sheets

Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundation and Application of the PDCA Cycle

- Module 1: Introduction to Continuous Improvement and PDCA (07:30 - 09:30) • Why PDCA works: history and applications across industries
- Module 2: PLAN - Defining the Problem and Root Cause (09:45 - 11:15) • Problem statements, 5 Whys, Pareto, Fishbone diagram
- Module 3: DO - Developing and Testing Solutions (11:30 - 01:00) • Selecting solutions, pilot testing, team alignment
- Module 4: Workshop - Apply PLAN and DO to a Real Case (02:00 - 03:30) • Practice with internal or simulated process issues

Day 2: Performance Monitoring and Sustainment

- Module 1: CHECK - Monitoring Results and Validating Actions (07:30 - 09:30) • Defining success criteria, visual tools, data tracking
- Module 2: ACT - Standardizing and Sustaining Improvements (09:45 - 11:15) • Documentation, communication, lessons learned
- Module 3: Building a Culture of Problem Solving (11:30 - 01:00) • Coaching teams, daily improvement, leadership role
- Module 4: Final Workshop - Full PDCA Application Exercise (02:00 - 03:30) • Group presentation of PDCA improvement cycle with facilitator feedback

Certification

Participants will receive a Certificate of Completion in PDCA Problem-Solving Technique, validating their ability to apply structured continuous improvement methodologies to real operational challenges.

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