

# A Masterclass for Improving Process Maturity in Problem Management



All organisations face problems and most organisations have some sort of **problem management processes** in place. In practice, the **more mature** that problem management process is, the **more effective** are the results.

This Masterclass is designed to enable leadership teams to **define** and **implement** an effective **Problem Management function**.

Targeted at managers and leaders with **responsibility for service** this masterclass will help **reduce issues, improve services, enhance process maturity** and provide a better return on your **problem management investment**.



- ✓ A half-day workshop
- ✓ For up to 8 delegates
- ✓ Face to Face or Online

Supported by a **comprehensive workbook**, **this interactive** and **action focussed masterclass** will explore the following:

Defining the Purpose of Problem Management for your organisation

Defining the short and medium-term problem management objectives

Communicating the Purpose and Objectives

Problem Statements and how to create them

Creating a Problem Management Policy

The management of workshop action plans

How to run an effective Problem Statement workshop

Problem Statements and what to do with them

Delegates will leave the masterclass with enhanced knowledge of **problem management best practice** and a **completed workbook**. The workbook will form the basis of a **practical action plan** to improve process maturity and deliver benefits across the organisation.

This **half-day workshop costs £150 per person**. It can also be scheduled as **an in-house workshop costing £750 for up to 8 people** from the same organisation.