

CONTENT

BOOK "BECOME AN EXPERT IN PROBLEM-SOLVING"

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→ Content that is underlined & italic is linked to new content.

Foreword		
Main Sponsor		
Content		
Introduction		
EXCELLENCE	Changes	
	Goal setting	
	PROBLEMS	<u>What is the problem?</u>
		<u>Four root causes of the problems</u>
<u>Consequences of not solving the problem</u>		
	<u>The final solution to the problem-solving</u>	
MUPS – Model of Universal Problem-Solving	Basics of the model	
	Model attributes	
	<u>Expected results of the application of the model</u>	
PROBLEM MANAGEMENT	Determining problems	<u>Negative States tool</u>
		Shortened list for determining negative states
		<u>Inventory of negative states with an explanation of components</u>
	<u>Method of determining CSF</u>	
	Solving problems	<u>Possible MUE solutions to the problems</u>
Removing problems	Necessary activities to remove the problem	
	MUE planner	
BEGINNING OF THE MUPS APPLICATION	Procedure for starting the application of MUPS	
DPM – DAILY PROBLEM MANAGEMENT	DPM 15 MINUTES	Inventory of negative states
		Problem-solving overview
	OVERVIEW MUPS	MUE planner
PRACTICAL WORK	Problem-solving tips	
	<u>Examples of solved problems</u>	
	List of problems to solve	
BECOME AN EXPERT IN PROBLEM-SOLVING	At my place	
	At others	
	Giving suggestions to remove the problem	
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