



Treatment Problem Solving Webinar Outline

8:00 to 9:20	Problem Solving Pitfalls Problems are Not Just for Experts Change is Not Always Good Taking the Emotion Out of It Common Methods of Solving Problems
9:20 to 9:35	Break
9:35 to 10:45	Trial & Error Divide & Conquer Root Cause Analysis Deductive Approach Identifying the Problem Process Control & System Checks SCADA Systems & GIS
10:45 to 11:00	Break
11:00 to 12:00	Defining the Problem Analyzing the Problem Deciding on a Solution
12:00 to 1:00	Lunch
1:00 to 2:30	Treatment Problems and Solutions Treatment Problem Exercise Intermittent Problems Consistency
2:30 to 2:45	Break
2:45 to 3:45	Knowing the Right Stuff Procedures & Record Keeping Systems Approach & Holistic Analysis Pilot Studies