Lesson 1 | Discipline D1
- Use a Team Approach
  - Form an effective project team.
  - Define roles of the team members.
  - Set boundaries of freedom for the team.
  - Help get the team started up.

Lesson 2 | Discipline D2
- Describe the Problem
  - Understand the scope and magnitude of the problem.
  - Develop a Problem Statement.
  - Recognize that the task is to investigate the problem, not jump to solutions.

Lesson 3 | Discipline D3
- Interim Containment
  - Determine if Interim Containment is needed.
  - Design and put temporary measures into place to "buy time" until a permanent solution can be developed and implemented.
  - Verify that interim containment measures are working.

Lesson 4 | Discipline D4
- Define the Root Causes
  - Use process mapping techniques to clarify the bounds of the process.
  - Identify relationships between causes and the resulting effect using Cause and Effect Diagrams.
  - Collect data and then use data display tools to visually analyze that data.
  - Use Investigative Tools to uncover more clues to the root cause.
  - Conduct confirmation runs to verify that the root cause has been found.

Lesson 5 | Discipline D5
- Develop Solutions
  - Identify potential solutions that address the root cause.
  - Consider solution candidates that will prevent the root cause from recurring as well as detection approaches that warn if the problem may recur.
  - Remove candidates that are not practical, feasible or cost-effective from consideration.
  - Use decision matrices to select the most balanced solution.

Lesson 6 | Discipline D6
- Implement the Solution
  - Understand how to develop Action Plans using either Simple or Complex Action Plans formats.
  - Learn how to use Project Management tools such as Activity Plans, PERT Charts and Gantt Charts to develop Action Plans to manage and track implementation of the solution.
  - Recognize that the solution has been not fully implemented until related documentation is updated and communication has been completed with all involved parties.

Lesson 7 | Discipline D7
- Prevent Recurrence
  - Use techniques to ensure the problem does not recur.
  - Know which associated documents and systems to update.
- Remove Interim Containment measures.
- Recognize how powerful it can be to share LESSONs Learned.

Lesson 8 | Discipline D8

- Congratulate the Team
- Encourage the organization to recognize the problem-solving team for a job well done.
- Ensure the problem-solving team recognizes those that have assisted them.

Course Challenge

- An assessment of the learner's progress in this course.