

SYLLABUS  
PART I  
EDISON COMMUNITY COLLEGE  
EGR 240S ANALYTICAL TROUBLESHOOTING  
3 CREDIT HOURS

**COURSE DESCRIPTION**

Introduces the fundamentals of problem solving and strategic management. Designed to help students solve problems in analytic ways, a needed skill for those working in professional capacities in the public, private and nonprofit sectors. Students will identify problem situations, find and verify the true cause, develop an action plan, then identify potential problems with the action plan. Examines the decision making process commonly used in industry, develops problem solving skills, and encourages analyzing the solution for strengths and weaknesses. Lab fee: \$350

**COURSE GOALS**

The student will:

Bloom's Level		Program Outcomes
3	1. Determine through problem analysis what should be happening, what is happening, and comparing and recognizing a difference.	5
3	2. Identify and establish the problem deviation by asking what, where, when, and to what extent.	5
5	3. List likely causes of the problem, evaluate ideas to find the probable cause and suggest ways to test the ideas.	5
3	4. Determine future problems and opportunities.	5

**CORE VALUES**

The Core Values are a set of principles, which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

**TOPIC OUTLINE**

1. Find Cause
  - a. Recognize a Problem
  - b. Find True Cause
  - c. Stay Rational
  - d. Observe
  - e. Cause and Effect
  - f. Testing Assumptions
2. Different Forms of Problem Solving
  - a. What is Problem Solving
  - b. Tools and Solutions
  - c. Symptom Description
  - d. Different Type of Problems
  - e. Damage Control

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3. Take Action
  - a. Select a Fix
  - b. Develop Alternatives
  - c. Evaluate Alternatives
  - d. Identify Threats
4. Think Beyond Fix
  - a. Avoid Future Problems
5. Management Presentations
  - a. Preparation of Presentation
  - b. Purpose of Presentation
  - c. Closing Remarks