Modules Included in the Foundational Skills Course

- **Introduction To Problem Solving**
- **SIPOC**
- **A3 Problem Solving**
- **Mapping the Process**
- **PDCA**
- **Cause and Effect Diagrams**
- **Introduction To Lean Principles**
- **Pareto Analysis**
- **Intro to Lean for Office and Services**
- **Error Proofing ***
- **Eight Wastes ***

* Healthcare version available