Thank you for contacting the Problem Solving Office (PSO) and requesting Get Real Get Better (GRGB) problem solving training. Over the next few weeks, we will be working with you and your community’s leadership to prepare for a three half day GRGB training. Please read the information below to orient yourself with the training’s purpose and expectations to ensure a positive and productive event.

**Three Half Day GRGB Training Overview**

**Problem Solving Office**

## **How should I prepare for this training?**

The following tasks should be completed in preparation for your community’s upcoming three half day GRGB Problem Solving training.

**Organizers**

* Identify an Action Officer (AO) from your community to work with the PSO
* Determine a community-focused problem statement that can serve as the foundation for course instruction
	+ *Note: Problems must be endorsed by leadership*
* Coordinate with the cross-functional group of participants to ensure adequate understanding of the selected problem

**Participants**

* Review community GRGB rollout information, the NPIER Playbook, and materials related to the defined problem space

## **What is this training’s objective?**

To introduce GRGB’s problem solving strategy by teaching how to apply industry-proven process improvement tools and methodologies, proven to work in a Navy setting, to a community-sourced problem space.

## **What should I expect?**

This course consists of three half days of instruction on the Define, Measure, Analyze, Improve, and Control (DMAIC) problem solving approach and the corresponding tools (process maps, 5 Why analysis, Fishbone diagrams, and more). In addition to classroom-style instruction, attendees will participate in breakout groups which will focus on the community-sourced problem statement.

## **What is my role?**

Audience members for this course should understand how their work directly impacts the identified problem space. Each participant’s expertise is invaluable to the success of this training.

## **What is the classification level?**

Unclassified. Course format can be modified for classified topics by request.