



Date: 06/23/2016
To: PFCS - Orange County / PFCS - OC
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From: Pete Fowler Construction Services, Inc.
Project: Operations (PFCS 00-030)
Regarding: Process Improvement and Problem Solving

Team Consulting has its origins with NASA and many business consulting firms. It is a method for problem solving that includes active participation from everyone present for the process.

Guidelines

1. **Responsibility:** the owner of the goal or problem is responsible for corrective action plan and solution
2. **Time Management:** assign a timekeeper and time limit; stay on track. Typically a team consulting session should last 10 to 15 minutes.
3. **Ground Rules:**
 - A. Focus on the problem, not the person
 - B. Be open to new ideas and listen
 - C. Balance participation to utilize the group's resources
 - D. Don't be defensive, don't reject ideas
4. **Actions:**
 - A. **Owner (2 minutes)**
 1. State the problem
 2. Define the goal
 3. State the facts/background
 4. Questions from the team
 5. State "how to / how do we" question
 - B. **Team (5-10 minutes)**
 1. Give possible solutions (with clear action steps) in the form of statements
 2. Write down suggestions
 - C. **Owner (2-3 minutes)**
 1. Commit to a series of action steps
 2. Summarize
 3. Select action steps and write them down

