

## Seminar tasks

1. In groups of four persons, find the root cause of a given problem by using the Ishikawa diagram and 5 Whys
2. In groups of five persons, find the root cause of a given problem by using the Affinity diagram and the Relations diagram
3. Individually fill out a Kano questionnaire and an importance form for a new proposed service design and analyse your response according to the Kano methodology and evaluation sheet
4. In groups of two persons, complete the QFD Level 1 House of Quality given template for the proposed service design analysed in the previous seminar
5. Individually provide examples for a team chart worksheet, a check sheet format and a stratification diagram on a specific problem solving process in the company your are working for/the company you are having your practice stage
6. In groups of four persons, provide a solution to a given problem by using the TRIZ methodology