



PROBLEM SOLVING WORKSHOP

Learn the skills needed to proactively manage risks to the system and prevent non-conformities before they occur and to implement effective corrective action.

LEARNING OBJECTIVES

- A. To understand and practice structured problem solving to identify and remove root cause(s) from the system.
- B. To enable cross-functional teams to:
 - a. Identify and address risks to the system thus preventing potential non-conformities;
 - b. Permanently solve a specific problem by using simple and more advanced methodologies.
- C. To improve any organization's Risk Assessment & corrective action processes as also consider Opportunities for Improvement (OFI).

WORKSHOP OVERVIEW

After one full day of successful learning, students will be able to explain:

- The Plan>Do>Check>Act cycle.
- What is "correction" and what is "corrective action".
- Implementing effective Risk Assessment and corrective action.
- Common structured problem-solving techniques:
 - Ask why 5 times.
 - Eight Disciplines (called Global Ford Motor Company 8D).
 - Pareto relationships (80:20 or 50:4 focus to leverage benefits).
- Choosing the best methodology according to the complexity of the problem.
- Understand fundamentals of Risk Assessment and how it can lead to OFI.

This workshop is for teams of up to three to five persons each for one-day and is run according to the learning objectives of the client and the workshop's participants.

Each group when they can, are encouraged to bring with them at least two problems or nonconformities identified from the use of their management system. In teams, students will apply the methodology learned in the workshop to:

- Analyze the root cause of one or more of the identified problems,
- Develop a plan for taking action, inclusive of verifying effectiveness

This training is recommended for any member of an organization wanting to understand modern problem solving, including the Top Management (TM).

For more information please call 888.357.9001 or email info@QMII.com.

www.qmii.com