PROBLEM SOLVING SKILL

…not solving problem thoroughly and let it reoccur would lead to the worst.

✦ *Do you realize "problem" in your work? The biggest problem would be you don't know what the "problem" is*

→ *We enhance your staffs' awareness of "problem" and help them obtain kaizen (continuous improvement) mindset.*

✦ *Are you finding causes for "problem" by "intuition" and "experience"?*

→ *We provide participants with effective tools to analyze and find root cause.*

✦ *Do departments spend a lot of time on arguing the solutions, but finally you can't agree on the most efficient one?*

→ *We guide participants methods to evaluate and select solutions based on appropriate and comprehensive criteria.*

✦ *Do problems reoccur after you have solved it?*

→ *We instruct participants to solve problems with a logical process, so that the same problems don't arise again..*

CONTENT

Part 1: What is problem?
- ◆ Definition of problem
- ◆ Importance of problem solving

Part 2: Process of problem solving
- ◆ Step 1: Identify the problem ~ PQCDSMEL (P: Productivity, Q: Quality, C: Cost, D: Delivery, S: Safety, M: Morale, E: Environment, L: Legal)
- ◆ Step 2: Breakdown the problem ~ Pareto, 4W
- ◆ Step 3: Set a target ~ SMART
- ◆ Step 4: Analyze the root causes ~ 5Why, Fish-bone diagram, Why Tree – MECE, 3Gem, etc.
- ◆ Step 5: Develop countermeasure ~ How Tree
- ◆ Step 6: Implement countermeasures ~ Gantt chart, 5W1H
- ◆ Step 7: Evaluate results and process
- ◆ Step 8: Standardize

Part 3: Summary and Action Plan

※*The above content is subject to change without prior notices*

OBJECTIVES

➡ Enhance awareness of problem and kaizen (continuous improvement) mindset.

➡ Understand logical thinking process, and acquire necessary tools to solve problem.

➡ Clarify root cause by logical analysis and find solution to prevent problem reoccurring.

TARGET

- ◯ Staff
- ● Middle-Management
- ● First-line Management
- ◯ Top-Management

METHOD

30% theory, **70%** practice through group discussions, presentations, case studies, role-playing, games, etc.

AiMNEXT
Professional Training & Consulting