

Problem Solving*

**This course is taught onsite at client organizations.*

The workshop is based on cases that provide:

1. Exposure to the logical sequence of solving problems with PDCA and use of the A3 format.
2. Experience applying the methodology to a variety of problems. (All of the cases are real.)
3. Some experience coaching a “manager” who is trying to solve a problem.
4. Some experience reviewing and giving feedback on A3 reports.
5. Ideas on strategies to solve problems that are likely to be selected in their location.

The role of a 5S Coach is to do the following within your organization or work area:

- Select areas that will benefit from the implementation of 5S
- Plan for implementation and select team members
- Identify necessary resources for implementation success
- Educate, guide and motivate a team through the process in a focused event
- Measure the benefits and sustain the gains achieved
- Sustain and improve on the changes through ongoing audits

Expected Outcomes – Participants Will:

- ✓ Be able to explain what is needed to define a “problem.”
- ✓ See how the “scientific method” is applied by asking and answering questions in a logical order.
- ✓ Have practiced “A3” problem solving on a variety of real cases.
- ✓ Understand what is necessary to solve the “big problems” in your organization.
- ✓ Practice asking questions in the right way to support improved problem solving in your organization.
- ✓ Begin to develop skills required to coach others in problem solving

AGENDA / Plan

DAY ONE

Morning

- Chapter 1 Introduction
- Chapter 2 Problems and Problem Solving (Cases)
- Chapter 3 Problem Solving Logic (Case)

Afternoon

- Chapter 4 Problem Solving Tools
- Chapter 5 PDCA & Problem Solving Steps
- Chapter 6 A3 Problem Solving Report & Examples (Case)
- Chapter 7 Problem Solving Culture (Case)

DAY TWO

Morning

- Chapter 8.1 Practice A3 Problem Solving – Class (Case)
- 8.2 Practice Writing an A3 – Teams (Case)

Afternoon

- 8.3 Practice A3 Problem Solving – Teams (Case)
- Practice Reviewing A3 Reports – Teams (2 Cases)

DAY THREE

Morning

- Chapter 9.1 Coaching Skills
- 9.2 Reviewing A3 Reports – Teams (2 Cases)
- 9.3 Coaching Practice – Selected Individuals (3 Cases)

Afternoon

- Chapter 9.4 Coach's Clinic – Solving Our Problems (Our Cases)
- Chapter 10 Lessons Learned & Course Evaluation

SEMINAR LEADER

Chris Fosse has been a student and practitioner of lean and quality improvement since 1980, and has held senior positions at two international Fortune 500 corporations. Earlier in his career, he worked in design engineering, manufacturing engineering, plant start-up, marketing, and as a plant manager. He worked on some of the first JIT (lean) projects at Omark Industries, and as Director of Quality and JIT Systems had the opportunity to work directly with Shigeo Shingo (Toyota Production System) for three years and Dr. Noriaki Kano (Total Quality) for 10 years. He helped build the management system, was responsible for the Hoshin Planning process, and started training teams in QFD and QI Story problem-solving (A3) in 1984. He was a loaned executive to FPL during the Deming Prize challenge; and was appointed a Baldrige examiner in the first years of the award. After Blount, Inc. acquired Omark, he was appointed corporate Vice President of Total Quality. In 1992, he joined Deltapoint consulting, where he developed the “Kaizen Blitz” as a way to involve people to rapidly “learn by doing” and experience improvement. Most recently, he was Vice President, Terex Business System for the Terex Corporation, providing support for process improvement across 50 major sites. Chris holds a B.S. in Mechanical Engineering from the University of Colorado and an MBA from McGill University in Montreal.

TO REGISTER

*This course is offered as an onsite training course at your location.
Please call Kitty Searles, JWA Training Manager, at
425-283-6747 or kitty@jwaconsulting.com*

ONSITE SUMMARY

Problem Solving for Coaches – 3-Day Course; *JWA Delivers Training*
(Maximum: 10 Participants)

JWA provides all training material, delivery and planning support; JWA conducts pre-training “readiness check” to review training preparation and logistics set up; client provides the following to the specs set by JWA:

- *Training Room and Breakouts as required (including supplies)*
- *Supply list provided by JWA*
- *LCD projector/screen/speakers*
- *Daily break and lunch food*