



Problem Solving Techniques

Duration : 1 day course
Fee : On Request

Key Benefits

- To facilitate the identification of the true root cause problem.
- To help the teams to eliminate the problems, instead of finding solutions of provisional correction.
- To be clear and comprehensible throughout the stages of the problem solving process.

Target Audience

This training is appropriate for all people of different departments of your company, which are anxious to eliminate their problems.

Introduction

This course will help you to solve complex or repetitive problems where causes are unknown.

Very often the teams seek to eliminate the primary causes of the problems which they encounter but it is a long and difficult process.

These teams often use in an incorrect and ineffective way the tools of problem solving techniques and make the error of concentrating on the symptoms or the effects of the problems. However if the root cause is not identified, the problem will not fail to reappear.

Course Objectives

- To seek the cause of the problem rather than concentrating on the symptoms.
- To eliminate the root cause of the problem. • To simplify the processes and/or the products.
- To improve quality : That will have an important effect on customer satisfaction, the reduction of defects and the production lead times, i.e. 3 key measurements which relate to daily objectives.
- To support the team work.
- To change the company culture.

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Your partner in operational excellence

Content

- DMAIC Structure (Define, Measure, Analyze, Improve, Control)
- Defining The Problem
- Defining The Team
- Identifying The kind of Losses
- Quantifying the problem
- Description or Drawing of the process (Process Mapping)
- Objective (SMART)
- Project Plan
- Analysis of the problem / 5 Why's
- Possible Improvements
- Action Plan
- Results now and on the longer term
- How to avoid this problem in the future
- Is the solution applicable to other places

About REOSS

For more than 25 years, REOSS has been providing services and solutions to its clients to achieve operational excellence. As a consulting and training company we offer Lean, Six Sigma and Operational Excellence training and consulting and interim and change management.

We provide rapid transfer of knowhow to stimulate and enhance value creation for your business and customers. With our international team of experts, we help our clients worldwide with the implementation of tools and methods and the transformation of their company. Whether you are a family-owned business or an international corporation, we support your strategy whether you are looking for public training or tailor-made solutions for your specific needs.

We believe that knowledge is key for any company to remain competitive in the business environment. A learning company continuously transforms itself to become more and more interconnected, we therefore believe in the learning organization. Only when a work force feels like a community your employees are committed to give the best.

Learning organizations develop as a result of the pressures they are facing and this enables them to remain competitive in the business environment. Our mission is to help companies to become successful and to continuously improve.

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