



**CONTINUING EDUCATION**

## **Team Problem Solving**

### **CEQAL 517**

This seminar provides participants with the framework and knowledge to implement high-impact, efficient team problem solving. Participants are taught each step of the problem solving process, from defining the problem thorough verification of solution effectiveness. At each step of the process, participants are assembled into teams and sequentially work through a case study requiring the use of the TPS framework and multiple team problem solving skills.

**Who Should attend:** Individuals involved with analysis of process data underlying quality and productivity improvement.

**Prerequisite:** None

**CEU's Credits:** 1.6

**Duration:** 16 Hours – 2-day course

**Course Content:** **Introduction to Problem Solving**

- Problem Solving Requirements
- Problem Solving Attributes
- Prevention vs. Detection

**Teams**

- Brainstorming
- Consensus
- Synergy
- Team Member Attributes
- Meeting Skills

**The Team Problem Solving Process**

- Different Team Problem Solving Processes
- Overview of TPS

**Step 0-Prepare the Team**

- When to use TPS
- The Symptom
- Management Commitment

- Business Operating System
- Pareto Chart
- Trent Chart
- Paynter Chart

#### **Step 1-Establish the Team**

- Team Member Selection
- Meeting Rules

#### **Step 2-Describe the Problem**

- The Problem Statement
- Is/Is Not Analysis
- Process Flow Diagram
- Cause and Effect Diagram
- Scatter Diagram

#### **Step 3-Containment Action**

- Decision-making Matrix
- Verification
- Validation
- Containment Failure Mode and Effects Analysis

#### **Step 4-Identify and Verify Root Cause**

- Comparative Analysis
- Occurrence and Escape Root Cause
- Design of Experiments
- Measurement System Analysis

#### **Step 5-Select and Verify Corrective Action**

- Risk Analysis
- Mistake Proofing
- Benchmarking
- Design for Manufacturability and Assembly

#### **Step 6-Implement and Validate Corrective Action**

- Advanced Quality Planning
- Project Management
- Production Part Approval Process

#### **Step 7-Prevent Recurrence**

- Lessons Learned

#### **Step 8-Recognize the teams**

*Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.*