PROBLEMS ARISING IS NOT THE WORST … but

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

☒ Do you realize "problem" in you 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.

PROBLEM SOLVING SKILLS (2 days)

★Understand process of problem solving and be equipped with tools and methods to solve problems effectively★

Training time – Venue

Ho Chi Minh ★ 16 - 17/9/2019 (Mon - Tue)
- Time: 8:30 ~ 16:30
- Venue: The National Assembly Guest House in HCMC
                 165 Nam Ky Khoi Nghia, Ward 7, District 3.

Ha Noi   ★ 24 - 25/9/2019 (Tue - Wed)
- Time: 8:30 ~ 16:30
- Venue: 12F, Indochina Plaza Hanoi,
                 241 Xuan Thuy, Cau Giay Dist.

Course's information

Language	Vietnamese.
Fee	4,600,000 VND/person (Lunch for 2 days incl., VAT excl.)
	※For company with 2 – 4 participantst, training fee is discounted 5%; with 5 or more participants, discounted 10%.
	(Applied separately for training in Ho Chi Minh and in Ha Noi).
Participants	25 people **(First-come, first-served basic)**
Registration	Fill in the attached "Application form" and send to AIMNEXT via Email or Fax.

Trainer

Ms. N. H. Tho
- 18 years of working experience at Vietnamese and foreign companies, in which nearly 9 years as Manager of Information, Marketing, Contract and Planning Department as well as Internal Training Department.
- Conducted for over 130 seminars for many companies and Universities.
- Expertise areas: soft skills and working skills in a Japanese company, Critical and Logical thinking, Problem solving skill…

Target

Staff, Leaders, Managers or candidates for the above position

Objective

- 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 reoccuring.

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：Action Plan

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