

# PROBLEMS ARISING IS NOT THE WORST ... but

...**not solving problem thoroughly 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

**Target: Staff, Leaders, Managers or candidates for those positions**

**Training venue: At client’s company as required (2 days)**

### 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 reoccurring.

### 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: : Summarizing and setting action plan in the next month

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



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