



PDCA Problem-Solving & Decision-making

Synopsis

WITs and QITs appear to be passe, and with that, problem-solving skills! But industry's NEED for problem-solving certainly has NOT changed any ... If anything, this NEED has become MORE critical with customers become ever MORE demanding, product life cycles becoming frighteningly short and competitive pressures mounting! So, let's get back to BASICS ...

Come and learn the secret of Japanese success in this 16-hour Problem-solving workshop. Conducted in state-of-the-art **Just-in-Time** style, participants are strongly encouraged to bring in their very own real-life problems from their work-place and witness for themselves, how Dr. Ishikawa's systematic **PDCA** problem-solving methodology provides a structured framework for addressing gaps-to-close, fostering teamwork, focus and communication towards effective problem-resolution.

What ex-participants say about this program

- ✓ Good presentation materials
- ✓ Systematic methodology to problem-solving
- ✓ Very systematic approach to techniques
- ✓ Excellent, see you again
- ✓ Everything is fantastic. I love it (Chor Hoong)
- ✓ I really appreciate your knowledge and the skill of handling a course like this.
- ✓ Trainer customized topics for better understanding ...
- ✓ Well customized and suited for our purpose
- ✓ Practical, applicable to actual problems in-house
- ✓ Keep up your good course presentation, Chor Hoong
- ✓ Very pragmatic and down-to-earth teaching.
7 QC Tools may look simple, but applying them accurately is an art.
- ✓ Presentation by the instructor has been overwhelmingly enjoyed by course-mates.
- ✓ Quality of coaching is very professional! Keep up the good work.
- ✓ Very interesting course and very informative, very structured
- ✓ I really appreciate your knowledge and the skill of handling a course like this
- ✓ Ms Tan is a very dedicated lecturer. She makes our course so much more interesting
- ✓ A well-covered structured course that delivers the whole QC Tools & PDCA concept by someone who is very knowledgeable on Quality
- ✓ Yes, I would like to recommend this course to my colleagues.
- ✓ A lot of hands-on tutorials, which make learning more effective
- ✓ Application of the course material DURING the workshop helps to reinforce the learning experience
- ✓ Hands-on practice during lessons - Instructor could guide and correct if there is any misunderstanding.
- ✓ Applications of the context into real-life problems such as doing projects side by side with the course.

Course Structure

- 1 √ Quality and customer concepts
 √ Teamwork
 √ Flow-charting

- 2 √ Line graphs and Bar charts
 √ Pareto diagrams

- 3 √ Understanding the nature of data
 √ Histograms - application of histograms vs Pareto diagrams
 √ Scatter diagrams

- 4 √ PDCA Problem-solving
 Step 1 : Define Problem
 Step 2 : Plan time-table
 Step 3 : Understand current situation
 Step 4 : Set target

- 5 Step 5 : Identify root causes
 - Brain-storming
 - Cause-and-effect diagrams
 Step 6 : Confirm causes

- 6 √ Decision-making
 Step 7 : Propose solutions
 Step 8 : Select solution
 Step 9 : Check solution

- 7 Step 10 : Obtain Management approval
 Step 11 : Implement solution
 Step 12 : Standardize

- 8 √ Summarize & Review
 √ Question & Answer
 √ Presentations

Course duration 3 days

Course methodology

Ideally, this workshop should be run **Just-in-time**, as an in-house program.

The trainee unit will then be a team, not an individual.

Projects and teams are pre-identified and come into the workshop with the problems they have been chartered to solve.

Teams work on their live projects within the workshop, with the facilitation of the Course Facilitator.

Who should attend

Every corporate citizen ...

Systematic problem-solving skill is essential, regardless of industry, function or level.