



Lean Improvement Team Problem Solving

Summary

Team Problem Solving helps your organization meet two vital needs: *utilizing team problem solving skills* and *creating the right team structure for problem solving*. This workshop prepares your people to build quality into daily work within their own function or department and across functions throughout your organization.

Team Problem Solving teaches your people how to apply more than 20 tested and proven problem-solving and process improvement tools to reduce cycle time, solve and prevent quality problems and increase customer satisfaction.

Who Should Attend

Managers, supervisors and employees at all levels of your organization.

Workshop Objectives

Managers and team leaders will learn how to drive and support team problem solving and **continuous process improvement**, so they can:

- Form and focus teams on high priority improvement opportunities
- Make team meetings and activities highly productive
- Track the progress of teams as they proceed through the problem solving process
- Recognize team achievement and document the impact of continuous improvement activities
- Use what they have learned to replicate quality advances in all parts of your organization

Structure

The following is a summary of the four phases to the Team Problem Solving Process:

Phase One	Focus on a Project/Problem to be solved
Phase Two	Analyze the root cause of the Project/Problem
Phase Three	Develop possible solutions to the Project/Problem
Phase Four	Execute , implement and monitor the best solution

The Problem-Solving Process	Focus:	Step I-A: Generate a List of Problems/Projects
	Focus:	Step I-B: Select One Problem/Project
	Focus:	Step I-C: Verify and Define the Problem/Project
	Analyze:	Step II-A: Decide What You Need To Know
	Analyze:	Step II-B: Collect Data – Baselines and Patterns
	Analyze:	Step II-C: Determine the Most Influential Factors
	Develop:	Step III-A: Generate List of Promising Solutions
	Develop:	Step III-B: Select One Solution
	Develop:	Step III-C: Develop an Implementation Plan



Execute: Step IV-A: Gain Commitment
Execute: Step IV-B: Execute the Plan
Execute: Step IV-C: Monitor the Impact

**23 Tools/References &
Four Videocassettes**

Tool: Action Plans
Tool: Basic Descriptive Charts
Tool: Brainstorming
Tool: Building Individual Support
Tool: Checklists
Tool: Check Sheets
Tool: Cost-Benefit Analysis
Tool: Data Gathering Plans
Tool: Fishbone Diagrams
Tool: Flowcharts
Tool: Force-Field Analysis
Tool: Impact Analysis
Tool: Innovation Transfer
Tool: Measuring and Monitoring
Tool: Multi-Voting
Tool: Pareto Analysis
Tool: Presentations
Tool: Problem Statements
Tool: Sampling
Tool: Selection Grids
Tool: Specifications and Control Limits
Tool: Standard Operating Procedures
Tool: Surveys