



## 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:

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

<b>The Problem-Solving Process</b>	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