Workshop: Problem solving

Encouraging employees to find solutions that eliminate root causes of problems

Target group

The workshop is aimed at all employees, managerial staff who manage problems, as well as operators who may become active participants of teams solving complex problems, as well as independently approach problems that occur at their work stations.

Get the practical insight into solving problems and responding to challenges including:

- Lack of a problem solving method (a specific scenario).
- Problems with determining root causes of problems.
- Difficulty in collecting data and facts for analysis.
- Problems with finding solutions adequate to root causes.
- Difficulty in forming attitudes focused on team work in the process of problem solving.

Overview

The ability to notice and identify problems is a necessary basis for solving them satisfactorily. Solving problems immediately after they have arisen, in the exact place where they occur, is the most effective way of continuous improvement of processes. Moreover, the process is an analysis rather than a search for a solution (even though our intuition suggests something different). It is believed Albert Einstein was once asked: "You have an hour to solve a problem. How are you going to approach it?" He replied: "I will devote 55 minutes to analyze the problem, and within the last 5 minutes, I will implement my countermeasure". In companies, we tend to act the other way round: after a brief identification of a problem, we suggest numerous countermeasures hoping that one of them will turn out to be the solution to our problem.

Benefits for the company

- **Systematic** identification of problems and problem management.
- **Convincing** the employees that problems can be effectively solved.
- **Using** the operators' knowledge to solve problems.
- **Swift** identification of problems in the exact place where they occur.
- **Improved** processes.

Benefits for the participant

- **Ability** to solve simple and complex problems in accordance with a defined method.
- **Familiarity** with practical problem solving tools.
- **Practicing** the methods on a real example in the production hall.

AGENDA

AGENDA		
Module 1	9:00 – 10:30 (10:30 – 10:45 coffee break)	▪ Introduction ▪ Presenting the company to the workshop participants – the company representative ▪ Introduction to problem solving – a seminar in a lecture room. ▪ Pareto chart
Module 2	10:45 – 12:15	▪ Problem solving tools ▪ Diagrams ▪ Ishikawa diagram - exercise ▪ Problem solving scenario, ▪ A3 basics
	12:15 – 13:00 Lunch	
Module 3	13:00 – 14:30 (14:30 – 14:45 coffee break)	▪ Becoming acquainted with the problems selected by the company ▪ The participants become acquainted with the system of disclosing, gathering and managing problems in a company – the company representative, problem management boards, agenda of the meetings. ▪ The workshop participants will be divided into groups and together with the trainer and the company's employees; they gather information about selected problems in the production hall. They will take advantage of the available documentation, registries and conversations with the employees. ▪ Determining the actual causes of the problems – using the tools that were introduced – work in a lecture room, a possibility to gather additional information from competent employees of the company. Also, additional verification of the information at work stations.
Module 4	14:45 – 16:30	▪ Developing solutions, implementation schedule, work in a lecture room, a possible visit at the production hall in order to verify the ideas for improvement and discuss them with the employees. ▪ Each group presents the solutions they developed to other groups and the company representatives ▪ Workshop summary