



Problem Solving

Based on AIAG manual CQI-10 “Effective Problem Solving Guideline”, this course presents a collection of typical problem solving methodologies and concepts used today by automotive OEMs and the supply chain. Using such techniques should improve problem solving efforts and results in all segments and at all levels of the organization.

Length: 2 days

CEUs: 1.4

Prerequisites: *None*

WHAT YOU WILL LEARN

- Basic problem solving methodology
- Integration of cultural behaviors to challenge organizations to consider problem solving as a strategic planning tool for senior management to help achieve business success
- Impact of problem solving beyond the problem at hand by implementing changes throughout the organization for similar processes to reduce risk of recurrence, thus proactively improving first-time quality
- Improve cost-of-quality measures
- Effective root cause analysis
- Effective Problem Solving Process
- 8D Problem Solving
- 5 – Why
- Fault Tree Analysis

PLEXUS LEARNING MODEL

Learning is maximized through participation. That is why Plexus training avoids lecture-based teaching and focuses on group activities, case studies and hands-on applications. *Learn by doing.*

WHO SHOULD ATTEND

- Mid and upper-level management with authority to implement change in the organization

INSTRUCTORS

Plexus Master Trainers. Plexus Master Trainers train and evaluate:

- ISO 9001:2008, ISO/TS 16949:2009, AS9100, ISO 14001:2004 Environmental Management Systems, ISO 22000:2005 Food Safety, ISO 9001:2008 for Healthcare and ISO 13485:2003 for Medical Devices.
- Plexus Instructors certify your 3rd party auditors
- Supplier Auditors

Quality Tools

AGENDA

Day 1

- ❖ **Module 1: Introduction**
 - Introduction to Course and Objectives
- ❖ **Module 2: Desired Behaviors and Gap Analysis**
 - Applicability
 - IS/IS Not
 - Quick Start Guide
 - Problem Solving Behaviors and Values
 - Survey and Gap Analysis
- ❖ **Module 3: Problem Solving Process with Skills and Tools**
 - Problem Solving Tools
 - Introduction to the Problem Solver Application
 - Problem Solving Training and Competencies
 - Problem Notification
 - Problem Identification
 - Containment

Day 2

- ❖ Failure Mode Analysis
- ❖ Root Cause Analysis
- ❖ Choose and Implement Corrective Actions
- ❖ Control and Standardize
- ❖ **Module 4: Case Studies**
 - Case Study and Application Exercises

COURSE AVAILABILITY

This course can be taken as an open enrollment or requested for on-site training. *During on-site training, your organization's actual audit can be used to enhance the learning experience.*