



Confederation of Indian Industry

CII Naoroji Godrej Centre of Manufacturing Excellence

Online Workshop on

Systematic Problem Solving

30 September 2020 : 2 pm to 5 pm

CONTEXT

What is a Problem?

When there is a gap between our Expectations and the reality, we feel unhappy – which is a “Problem”. This is how a deviation from specification, a failure to meet time lines etc., become our problems. A problem could be defined as “the gap between our expectations and actual state or observation”. From the gap analogy, we also understand that as the gap increases, our suffering gets intensified.

This workshop is designed to cater the needs of leaders and managers who are interested in solving the recurring problems and want to bring in the culture and team-based approach of systematic problem solving to every level of people in the organisation.

The course covers important problem-solving tools like, problem definition, interim action, root cause analysis with QC tools, root cause validation using statistical tools, corrective action, escape points, poka-yoke and more.

WORKSHOP OBJECTIVES

At the end of the workshop, participants will be able to understand and appreciate

- ✓ Cost of Poor Quality
- ✓ The need for Systematic Problem solving
- ✓ Various approaches to problem solving
- ✓ Difference between correction, corrective action and preventive action
- ✓ Team approach enhance effective solutions and learning
- ✓ Risk assessment and interim actions
- ✓ Root cause analysis
- ✓ Statistical tools
- ✓ Arriving at an effective action plan
- ✓ Preventing the defects

WORKSHOP CONTENTS

Overview

- Overview of Problem-solving
- Need for Problem-Solving
- Managing a Problem Vs Problem Solving
- Definitions – Correction, Corrective Action & Preventive Action

Step by Step Approach to Problem-Solving

1. Understanding a Problem – Definition

- Discover
- Use of 5W2H questions

2. Containment Action

- Assessing the problem and its risk
- Forming Effective Teams
- Damage control – Containment Actions

3. Investigation

- Planning
- Data / Evidence Collection

4. Cause Analysis

- Brainstorming
- Fishbone Analysis
- FMEA
- Why-Why Analysis

- Evidence
- 5. Improve**
 - Permanent Corrective Action
 - Solution Generation
 - Pilot Implementation
 - Solution Action Plan
 - Preventing Recurrence
 - Control Plan
 - Poka Yoke
- 6. Closure**
 - Verification of Status
 - Verification of Effectiveness
 - HD
 - Training & Documentation
 - Closure

FACULTY

Mr L Kannan has done his MBA in General Management. He is a Post Graduate in Chemistry, Gold Medallist in Under Graduation and a Master Black Belt in Lean Six Sigma and Certified Lead Auditor for ISO 9001.

His Professional Experience include -

• Lean Six Sigma Implementation • Lean Transformation • SMEs: Spearheaded the Lean Cluster Projects with Ministry of Micro, Small and Medium Enterprises. • Training: Delivered more than 200 training programmes on Lean Principles, Kaizen, 5S, Value Stream Mapping, Workstation Design, TPM, Autonomous Maintenance, Problem Solving, Poka-Yoke, Lean Six Sigma, BPMS, Lean in Service, Statistical Process Control, ISO Systems, Pharma CAPA, Design of Experiments, Minitab, etc.

He has 7+ Years of experience in Consulting and Training, with overall 15 years of industry experience and has worked with Chemical Processing, Pharma, Food, Animal Feed, Nutraceuticals, Auto Components, Engineering, Engineering Services, Fabrication, White Goods, FMCG, Mining, Medical Devices, Packaging, Telecommunication, Logistics, Non-Banking Financial Institution, Insurance, ITES, BPO, SMEs, Industry Associations and Govt Organisations.

TARGET AUDIENCE

This workshop is focused at Managers responsible for process improvements, Quality Managers, Internal and External Auditors, Shop floor managers and supervisors, Production and Maintenance Managers, Product Design Engineers, Research Engineers & Scientists, etc

MODE OF DELIVERY & SCHEDULE

Mode of Delivery – Online through Microsoft Teams platform

Schedule : 30 September 2020 - 02.00Pm to 05.00pm

PARTICIPATION FEES

Type of Organisation	Fees per Participant
CII SSI Members & Individuals	Rs. 2500/- Per Participant + 18% GST
CII Large & Medium Members	Rs. 3000/- Per Participant + 18% GST
Non-Members	Rs. 3500/- Per Participant + 18% GST

SPECIAL DISCOUNT:

10% on 3 or more nominations from an organization.

Participation fees is non-refundable/ non-adjustable against any other programme of CII, but change in nomination(s) is accepted.

Registration: Prior registration for participation by the sponsoring companies is necessary.

FOR MORE DETAILS PLEASE CONTACT

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