

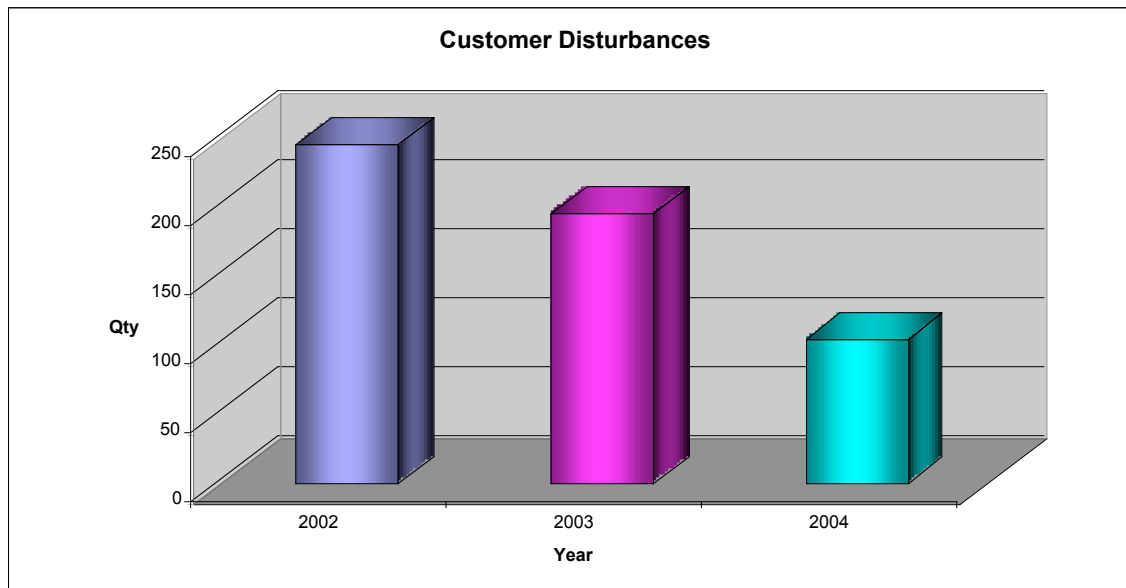
## **TEAM PROBLEM SOLVING – 8D**

Simons-White supports growth in Fortune 1000 companies including both manufacturing and service industries. Our powerful Team Problem Solving – 8D is our most requested training. Its sound structure and positive bottom line results serves as the foundation for the Six Sigma methodology. This course:

- Provides an organization with the ammunition to make positive changes
- Empowers individuals to be actually involved in problem resolution
- Presents a structured way to improve performance
- Mobilizes the entire workforce
- Takes an organization to a new level

### **Company Implementation Example:**

An automotive supplier began implementation of Team Problem Solving – 8D in late 2002 with its work force. The training continued through 2003 and into 2004. The results were dramatic as illustrated by the following chart of the recorded “Customer Disturbance” performance. A Customer Disturbance is the performance measure used to record a level of customer dissatisfaction where a quality or delivery problem has been brought to the company’s attention by customer. The goal is to reduce Customer Disturbances to zero.



This performance culminated in achieving the “Supplier of the Year” award from their largest customer. Their Training Manager stated that “the Team Problem Solving was the main contributing factor to achieving this success.”

**Some comments from course participants:**

“This course is very useful. ‘Our company’s’ management needs to implement this course as the only way to run this business .....

“I really enjoyed this course and am glad I was able to participate in it.”

“Every group needs someone from management. Management needs to follow and participate in all classes .....

“Excellent class.”

“I think everyone at ‘our company’ should take this course.”

“Great class, very detailed, lots of hands-on real application, real ‘company’ problems.”

**Sampling of specific things that participants stated that they will do differently back on the job as a result of this course:**

“Break problems down to a more controllable level. Not jump to quick fix solutions.”

“Get more team participation. When problems occur I will use the training given.”

“Record data more often during process improvements and during production.”

“Look deeper into recurring problems to find the root cause.”

“Look for ways to use data as information, not just numbers. Look for opportunities to improve processes through ‘company operating system.’”

“Take a more structured approach to problem solving.”

“Challenge the way I should attack problems on the floor.”

## **Components of Team Problem Solving Implementation**

All Simons-White courses can be customized to better fit the needs and culture of an organization.

### **Management Overview of Team Problem Solving 1 Day**

This course outlines the basic concepts of team problem solving and emphasizes the role of management in providing the necessary support for proper problem solving.

### **Team Problem solving 2 Days**

The workshop is designed for a wide audience and focuses on providing problem solving skills that can be applied to manufacturing, service and business areas.

### **Consulting**

Participants who have completed the two day course will be required to select problems for problem resolution. Simons-White will provide hands on consulting support to enable application of team problem solving to company projects.

### **Train the Trainer**

A train the trainer program can be offered to a core group of individuals who would be able to lead future problem solving training. Such individuals should have completed the 2-days course along with three (3) hands-on projects.