# PROBLEM SOLVING

AfriLean Consulting @ www.AfriLean.com

# PROBLEM SOLVING
## (ROOT CAUSE ANALYSIS)

- Problem Solving is a step-by-step common sense approach to discovering the root cause of a problem and implementing sustainable countermeasures, involving all the employees who normally work in an area.

- This workshop teaches team members about the practical tools to use in their workplace to achieve the 3 Zero's
  - Zero Breakdowns
  - Zero Waste
  - Zero Accidents

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# PHASE 1
## IDENTIFY THE PROBLEM!

- Introduction to Problem Solving.
- Understanding Processes & Influences.
- Understanding a Problem.
- Quality Improvement Tools & Results.
- 5 Key Problem Solving Steps.
- Identifying the Problem.
  - Methods
  - Measurements
  - Targets
- Task 1

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# PHASE 2
## ANALYSE!

- Identify the Root Cause (not the symptom)
- Tools for identifying the Root Cause.
- Collecting & Logging Data.
- Analyse the Data.
- Identify Major Root Cause.
- Tools for verifying the Major Root Cause.
- Task 2

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# PHASE 3
## EVALUATE ALTERNATIVES!

- Identify Actions that will reduce/eliminate the Root Cause.
- Evaluation Tools.
- Identify Countermeasure(s) most likely to achieve Targeted Improvement.
- Plan Implementation of Countermeasure(s).
- Time & Motion.
- Task 3

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# PHASE 4
## TEST AND IMPLEMENT!

- Test & Implement Selected Countermeasure(s).
- Communication.
- Tools to Visually Display Improvement Measurements.
- Failure Analysis.
- Standardisation and setting up Standard Operating Procedures.
- Maintaining Gains.
- Continuous Improvement.
- Task 4

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# TASKS

- Task 1: Use the tools and techniques learnt to identify and measure the problems that have the greatest impact on the service you offer to your customers.
- Task 2: Use the tools and techniques learnt to identify, analyse and verify the root cause(s) of the problems selected from task 1.
- Task 3: Use the tools and techniques learnt to identify, evaluate and plan your countermeasure(s) to reduce/eliminate the root cause(s) selected from task 2.
- Task 4: Use the tools and techniques learnt to test, implement and measure your countermeasure(s) selected from task 3. Visually display your measurements and new S.O.P.'s

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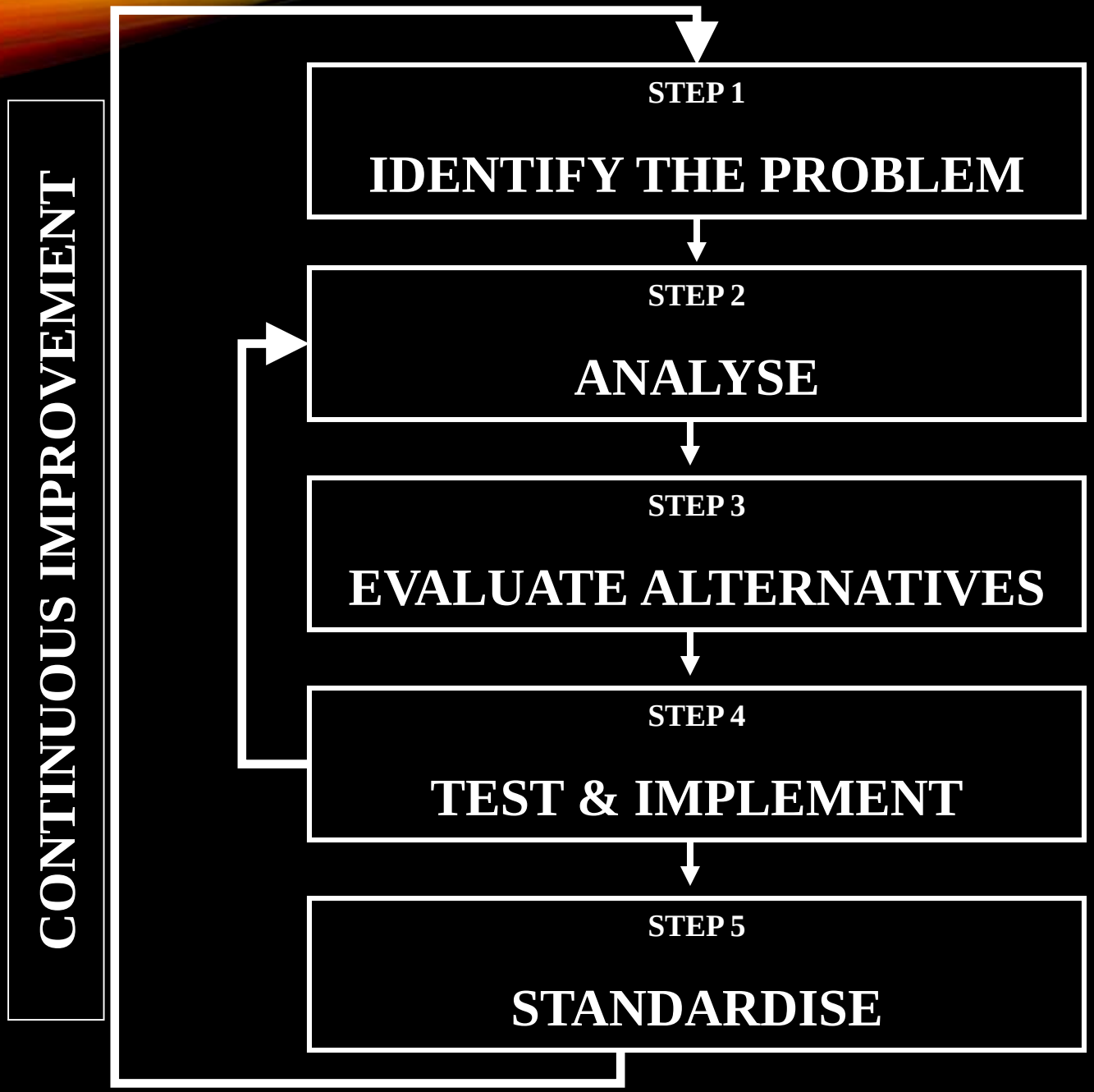


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# IMPLEMENTATION

- Each phase will consist of a 1 day workshop. They can be held either daily or weekly. AfriLean consultants are available over weekends and outside normal work hours should work constraints need to be considered.
- This workshop is restricted to a maximum of 12 delegates for optimal results.
- The level of the workshop will be adjusted to the level of the delegates.
- At the end of each workshop the group will be given a task that they need to complete before the start of the following phase. Each task will be measured, documented and displayed.