

TROUBLE SHOOTING & PROCESS IMPROVEMENT

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm



INTRODUCTION

This training program provides participant with the concept of problem solving & trouble shooting. Implementing solutions without getting to the true root cause is a waste of money, time & resources. Traditional approach begin with limited info, many actions and lacking focus. Our approach focus on finding the true root cause before proceeding with actions.

With the increase in global competition, LEAN concept is introduced with the focus on reducing the Non Value Added (NVA) wastes for process improvement. Waste is anything that impedes the flow of the product as it is being transformed in the value chain. To maximize the efficiency of

manufacturing/services, we will share the practices/tools from LEAN that can be used for continuous improvement towards operational efficiency/excellence.

BENEFITS

Upon completion of this program, participants will be able to:

- Apply the 7 steps of Trouble Shooting
- Understand basic concept of LEAN
- Recognize the 7 wastes at the workplace for process improvement
- Able to adopt relevant Lean practices/tools to identify opportunities for operational excellence at workplace

KEY CONTENT

MODULE 1-INTRODUCTION TO SIX SIGMA

- DMAIC concept
- Define, Measure, Analyze, Improve, Control

Objective: Understand the basic concept of 6 Sigma

Outcome: Determine the 5 elements of 6 Sigma

Hours: 1 hour

MODULE 2-WASTE IDENTIFICATION

- 7 “deadly” wastes - TIMWOOD
 - Transportation
 - Inventory
 - Motion
 - Waiting
 - Over-processing
 - Over-production
 - Defects
- Value added/Non Value Added

Objective: Understand the benefits of 6 Sigma

Outcome: Determine the 7 benefits of 6 Sigma

Hours: 30 minutes

MODULE 3-TOOLS & TECHNIQUES

- 7 QC Tools
 - Check Sheet, Pareto Chart, Fishbone Diagram, Scatter Diagram, Histogram, Control Chart, Graph
- Brainstorming
- 5-Why
- 3MU elimination approach
- 5W1H

Objective: Understand the basic tools of 6 Sigma

Outcome: Determine the 8 basic tools of 6 Sigma

Hours: 30 minutes

Module 4-7 Steps for Trouble Shooting

- Problem Definition
 - Background
 - Specify Problem
 - Ideal State – Current State = Problem
- Goal Setting
 - Quantify the problem - What, Where, When
 - Set goals (stretch)
- Activity Plan
 - Timeline
 - Progress update
- Root Cause Analysis
 - Identify Point(s) of Cause
 - Identify Root Cause
- Generate & Implement Countermeasures & Corrective Actions
 - Identifies Solutions to Address Root Cause
 - Executes
- Review Results (effectiveness)
 - Confirmed if goal(s) achieved
- Standardized (Fan Out) & Share Learnings

Objective: Understand the essential steps of trouble shooting

Outcome: Apply the 7 steps towards effective trouble shooting

Hours: 5 hour

MODULE 5-WHAT IS LEAN?

- What & Why?
- Difference between Lean and Six Sigma
- Lean concept in manufacturing/service and the benefits

Objective: Understand the basic concept of LEAN

Outcome: Differentiate the 3 key elements between LEAN and 6 Sigma

Hours: 30 minutes

MODULE 6-BUILDING LEAN CULTURE

- Buy-in from management & staff
- Link LEAN initiatives to departmental goals
- Measure effectiveness of LEAN initiatives

Objective: Understand the basic concept of LEAN Culture

Outcome: Determine the 4 essentials to cultivate LEAN culture

Hours: 30 minutes

AUDIENCE

This course is suitable Technicians, Supervisors, Executives, Managers.