

QGS Training Institute

Two Days Training Programme on Problem Solving Process

Most managements continue to complain that implementation of International Standards on Management Systems viz. **ISO 9001:2000, ISO 14001:2004, OHSAS 18001:1999, ISO/TS 16949:2002, ISO 22000, ISO 27001**, etc. **are not giving them the desired improvement, the very purpose for which they implemented it.** ISO survey indicates that majority of the companies are lacking in effective implementation of requirements w.r.t. continual improvement and corrective and preventive actions. The reason for this problem is not the intention of the Management but, lack of knowledge of their personnel in methodology and related tools & techniques for the same.

Keeping in mind, above need of the organizations, QGS has designed a programme on Problem Solving Process (PSP) to train the personnel in sharpening their skills to take effective corrective & preventive actions and paving path for continual improvement.

The programme will enable the personnel capabilities to identify, analyze & find appropriate solutions to problems leading to continual improvement in quality of all business & manufacturing processes.

Through presentation, workshops and Case Studies, participants would be provided

- Concepts of Problem Solving Process
- The techniques for identifying linked with customers and organizational goals
- Technique of Problem Solving Process: QC Story and 8D
- Understanding and Application of Problem Solving Techniques: 7 QC Tools, Why Why Analysis, 5W1H (For Standardization), Control Charts, Process Capability Analysis

By the end of the course, the participant would be able to

- Identify problems and plan for corrective action
- Understand Structured Problem Solving Process
- Systematic reporting of the analysis for future gain and horizontal deployment
- Hands on application of Problem Solving Tools

Who Should Attend?

- TQM Coordinators, Management Representatives and others responsible for planning and ushering in the PSP culture and the Management systems approach in the organization.
- Members of Quality Improvement teams and others responsible for implementing PSP techniques in the organization including workers.