



**CQE Training & Consultancy Plt** (Reg No. : LLP 0003668 LGN)

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

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# 7 Steps Problem Solving Process (PSP) Methodology (IN HOUSE/PUBLIC TRAINING PROGRAMME)

SBL  
Scheme



## Introduction

There is an increasing awareness that problem solving skill among employees is an important and essential and critical skill for organization success and to remain viable in today's very competitive business environment. Employee empowerment and involvement has made a breakthrough in employees' thinking to take responsibility for the processes that are under their control. However employees' today are plagued with increasing demands for attaining higher performance goals and sustaining performance that demands employee ability to solve problems and apply discretion where they do not normally do so until very recently.

The quality revolution has brought about increasing customers' demands and higher expectation to lower cost of production to maintain profitability. These twins conflicting objectives mean that the workforce including management personnel must constantly collaborate and deploy intelligence throughout the organization. This is necessitated by the need to co-opt the whole workforce in this collaborate process to deal with problematic issues that are being faced by all organizations with incessant rapidity. The workforces' improved capability to solve problem become a necessary requirements in any continuous improvement journey embarked by any organizations.

## Learning Outcomes/Objectives

Also available as  
in-house programme

After attending the course, participants should be able to:-

- ✓ Organized method of approaching a problem and the thinking habit that is essential to ensure a successful problem solving in the organization;
- ✓ Recognize the type of problem or failure and know how to apply the right tools to collect information and analyze the data for developing effective countermeasure and solution;
- ✓ Exposed to the 7 Steps Problem Solving Process (PSP) Methodology;
- ✓ Learn how to track, check and monitor the implementation by using a Problem Progress Report.



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## Program Contents

### Day 1

- ✚ Problem Solving Process (PSP) Definition
- ✚ 7 Steps involved in PSP
- ✚ Features of PSP
- ✚ Who participate in PSP ?
- ✚ Formation of Work Improvement Team (WIT) & Its Structure
- ✚ **Step 1 : Select Topic**
  - ✓ Identify Problem
  - ✓ What is a Problem?
  - ✓ Decide Topic
  - ✓ Pareto chart
  - ✓ Example and criteria to be observed
- ✚ **Step 2 : Understand Situation & Set Targets**
  - ✓ Collect data / Sources of information
  - ✓ 3 phases in data handling
  - ✓ Decide characteristics to attack
  - ✓ Decide target (value and deadline)

### Day 2

- ✚ **Step 3 : Plan Activities**
  - ✓ Decide what to do
  - ✓ Decide schedule, division of responsibilities, etc...
- ✚ **Step 4 : Analyze Causes**
  - ✓ Check present values of characteristics
  - ✓ List possible causes
  - ✓ Brainstorming techniques
  - ✓ Dos and Don'ts
  - ✓ Analyze cause – Fishbone diagram
  - ✓ Why-why analysis
  - ✓ 5M and 7S
  - ✓ Decide items to tackle
  - ✓ QC Tool – Histogram
  - ✓ QC Tool – Scatter diagram
  - ✓ QC Tool – Graphical display techniques
  - ✓ QC Tool – Stratification

### Day 3

- ✚ **Step 5 : Consider and Implement Countermeasures**
  - ✓ Characteristics of Effective Team Building Process
  - ✓ Propose ideas for countermeasures
  - ✓ Idea list reduction
  - ✓ Discuss how to put countermeasures into effect
  - ✓ Important of good planning
  - ✓ Plan how to implement countermeasures
  - ✓ Implement countermeasures
  - ✓ Gantt chart
- ✚ **Step 6 : Check Results**
  - ✓ Check results of countermeasures
  - ✓ Compare results with targets
  - ✓ Monitoring system
  - ✓ Evaluate effectiveness
  - ✓ New problem arise?
  - ✓ Identify tangible and intangible benefits
- ✚ **Step 7 : Standardize and Establish Control**
  - ✓ Establish new standards and revise old ones
  - ✓ Decide methods of control  
Familiarize relevant people with new methods
  - ✓ Educate those responsible
  - ✓ Verify that benefits are being maintained
  - ✓ Systemization & update documentation
  - ✓ Rewards & recognition





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## Who Should Attend

**P**roduction and Operation Executives, Engineers and Supervisors, Quality, Technical, Engineering and those involved in Continuous Improvement activities in any organization.

## Methodology

- ✓ Course Notes
- ✓ Lecturettes
- ✓ OHP / LCD
- ✓ Case Study / Project Sample and Example
- ✓ Group Activities
- ✓ Video Showing

## Duration

3 Days

