

PROBLEM-SOLVING

Objective:

Based on the Kepner Tregoe problem-solving methodology, the participant will have the ability to identify a problem, understand the source of the problem, take logical steps to find a desired solution, take actions to contain the consequences and prevent it from recurring, monitor and evaluate the implementation of such solution.

Topics:

Situation analysis
Problem analysis
Decision analysis
Potential problem analysis
Potential opportunity analysis

Target audience:

Production supervisors
Quality auditors
Training staff
Maintenance personnel
Customer satisfaction personnel
Materials personnel
Design, manufacturing, tools, and quality engineering personnel.