

Essentials of Team Orientated Problem Solving (TOPS)

Duration: 2 days

Course Overview

This practical course combines classroom teaching, practical exercises, group discussion and Harvard-Style case study with actual factory based projects to provide a complete action learning experience.

It covers all phases of the team approach to identifying and solving problems, based on the eight-discipline methodology; uses real life case study; last day focuses on solving your own company problems and using the methods you have learned.

The course has been designed to enable all participants leave the training with a set of new knowledge, tools, skills and direct experience of how to apply 8D TOPS in a real company setting.

Objectives

An understanding and the segregation of the different levels of causes Effective problem solving is a critical business skill that can has dramatic results in improving quality, reducing costs and enhancing customer service and delivery. It is crucial to root cause analysis and permanent long-term solutions.

The 8D method provides a framework to utilize the experience and expertise in your organization to implement permanent solutions. Disciplines within 8D are clear and easily applied to all levels of the organization and provide a documented history of improvements. Originally developed by the Ford Motor Company, the model is now extensively used in manufacturing, service and public sector environments.

Thus, the course has been designed to fulfil the following objectives:

- Be able to implement effective team problem solving techniques.
- Understand, and effectively apply, the Eight Disciplines (8-D)
- Employ root cause analysis for both special and common cause, failure modes and solutions; use decision analysis.
- Understand and use the Seven Statistical problem solving Tools including the 5 Whys

Course Content

Introduction and overview (analysis v action, problem v symptom, process variation, when is an 8D necessary, tools and statistics)

- D0 Problem identification
 - D1 Using the team approach
 - D2 Describe the problem
 - D3 Implement containment action
 - D4 Define root causes
 - D5 Choose / Verify corrective action(s)
 - D6 Implement / Validate corrective action(s)
 - D7 Prevent recurrence
 - D8 Congratulate team
- Case study – base on your own company problem

Benefits

Delegates will get to understand the importance of each discipline through theory and application. This structured approach to problem solving is something that every engineer should understand and be conversant with. Understanding its application will save time, resolve problems using facts and provide a robust reporting methodology back to customers both internally and externally.

Mode of Delivery

The course is Tutor-led, classroom training.

Audience/Pre-requisites

This course is designed for team leaders, managers, executives, supervisors or facilitators who wish to introduce 8D team oriented problem solving into their workplace.