

Kaizen problem solving workshops according to WCM methodology

Online training session

Training agenda:

1. PPAP Process Audit requirements related to Kaizen
2. Problem definition: 5W + 1H
 - basing on facts
 - describing properly the problem
 - typical mistakes made by the team
 - group exercise
3. Containment actions (ICA) implementation
 - assessment of effectiveness in the context of customer safety
 - examples of actions that can be taken at the plant and at the customer's location
 - group exercise
4. Root cause analysis:
 - 4M – Ishikawa
 - group exercise
 - 5 x Why
 - proper transition to the next question
 - group exercise
5. Actions for 4M-Man:
 - TWTP - The Way To Teach The People
 - HERCA - Human Error - Root Cause Analysis
 - group exercise
6. 5 questions for 0 defects (method, man, material, machine)
7. Corrective actions implementation and validation
8. Example of Standard Kaizens
9. Case studies related to problem solving

The participant will learn:

- how to document activities in the Kaizen report
- what are the rules of team building
- how to distinguish the symptom vs. root cause during the analysis
- what are the practices of the problems creative recognition
- how to introduce preventive activities to avoid quality problem reoccurrence
- on practical case studies how to proceed in individual steps according to Kaizen methodology
- how to correctly describe the problem, avoiding jumping to conclusions
- how correctly assess the effectiveness of Interim Containment Actions (ICA) and Permanent Corrective Actions (PCA)

Benefits for the company:

- Practical knowledge of customer requirements for Kaizen, which will have a positive impact on long term relationship building with FCA SQE as well as customer service department.
- Correct approach to the root cause, for which symptom is operator mistake by using the form for human error analysis (TWTP and HERCA)

Date of online training session:

24-25.02.2022 – online training session

Price:

- 600 EUR/participant

In case of 2 or more participants from the same plant offer **10% discount** on the second and all other participants.

The invoice due date will be 30 days from the invoice issue date. The invoices for the services will be issued after the service delivery.

Price include:

- Training participation
- Lunch and catering (for sessions organized in Brno)
- Training materials
- Certificate
- Coffee buffet (for sessions organized in Brno)
- Free parking place (for sessions organized in Brno)
- 12 months consulting for participants

Price is not including accommodation.

Duration:

- 2 days (each 7 hours)