

# UNDERSTANDING AND APPLICATION OF PROBLEM SOLVING METHODS

QE-3

During the training you will learn and apply problem solving methodologies and facilitate working groups within your company.

**2 days**

## Target groups:

All persons involved in problem solving or leading working groups in this area:

- Quality Managers
- Customer Quality Managers/Engineers
- Workshop Managers
- Engineering department
- Project Quality Managers/Engineers

## Objectives and Results :

- ✓ Understand problem solving methods and tools used in the automobile industry
- ✓ Apply an adapted methodology to search for causes and solve the problem
- ✓ Lead and facilitate working groups in search of problem solving
- ✓ Apply and present results in review meetings

## Requirements :

- Quality management knowledge

## Your trainer :

- Training is conducted by a Quality expert with more than 20 years of experience in quality improvement in the automotive industry.

## Content and methodology of training:

- Phase 1: Similarities between traffic accidents and customer non-conformity
- Phase 2: Processing logic 8D
- Phase 3: Terminology associated with curative, palliative, corrective, and preventive actions
- Phase 4: Definition of problem in 4 phases (defect definition compared to the reference, risk evaluation, prevention of recurrence)
- Phase 5: Countermeasures in 2 phases (precautionary measures, identification)
- Phase 6: Sorting/rework in 3 phases (sorting of stock, rework of non-conform products, identification)
- Phase 7: Search for causes in 4 phases (gathering of real facts, 5M brainstorming, prioritization of potential causes, research of 5W root causes)
- Phase 8: Corrective actions in 3 phases (definition of corrective actions 5M + 5W, implementation, verification)
- Phase 9: Measurement of effectiveness of actions, verification of effectiveness
- Phase 10: Recap

The training will allow you to understand the problem solving process and methodology in the automotive industry through concrete examples. You will better understand the 5Ws, curative, corrective and preventive actions as well as cross-project aspects and best practices.

For more information: <http://www.sneci.com/formations-sneci>

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