

7 STEPS PROBLEM SOLVING PROCESS (PSP) METHODOLOGY
15-16 MAY 2018 (TUESDAY-WEDNESDAY), 9.00 AM – 5.00 PM
@ Sunway Hotel Seberang Jaya, Penang

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.

Who Should Attend: Production and Operation Executives, Engineers and Supervisors, Quality, Technical, Engineering and those involved in Continuous Improvement activities in any organization.

Learning Objectives

Upon completion of this program, participants should be able to:

- (a) Apply organized method of approaching a problem and the thinking habit that is essential to ensure a successful problem solving in the organization;
- (b) 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;
- (c) Be exposed to the 7 Steps Problem Solving Process (PSP) Methodology;
- (d) Learn how to track, check and monitor the implementation by using a Problem Progress Report.

Program Delivery Methods:

Classroom based. All topics will be covered by way of lectures, presentations, interaction, case studies, project sample/ example, group activities, video showing.

Course Content

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).

- ✓ **Step 4: Analyze Causes (cont...)**
 - Decide items to tackle;
 - QC Tool – Histogram;
 - QC Tool – Scatter diagram;
 - QC Tool – Graphical display techniques;
 - QC Tool – Stratification.

- ✓ **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;
 - Importance 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;

- ✓ **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;

- 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.

**HRDF Claimable
under SBL Scheme**

Course Leader

Mr Eddie Kuang is a graduate from the University of Science Malaysia. He majors in Applied Statistics and Operational Research and Minors in Management. He is a Senior Member of the American Society for Quality (ASQ) and ASQ Certified Quality Engineer (CQE), Certified Manager of Quality / Organizational Excellence (CMQ/OE) and Certified Six Sigma Black Belt (CSSBB). He is also the Lead Auditor from International Register of Certificated Auditor (IRCA), United Kingdom specializing in ISO9001 QMS, ISO 14001 EMS, ISO22000 Food Industry QMS, ISO13485 Medical QMS, ISO/TS16949 Automotive QMS, Six Sigma Champion / Leader and Black Belt. He has been exposed to various kind of training such as ISO 9001/ ISO22000 / ISO 13485 / ISO/TS 16949 Quality Management System, ISO14001 Environmental Management System, Train the Trainer, Competency Based Training (CBT) from DETAFE, Adelaide Australia and Statistical Quality Control Courses such as Statistical Process Control (SPC), Advance SPC, 6 Sigma Programs (6 Sigma Champion / Leader, Black Belts and Green Belts). Failure Mode Effects Analysis (FMEA), Acceptance Sampling Plans, Gage Repeatability & Reproducibility (GR&R), Design of Experiment (DOE), Product Reliability & Liability, 7QC Tools, 7 Advance Quality Management & Planning Tools, 5S Housekeeping, Quality Control Circles (QCC), Productivity & Quality Improvement and etc.

With more than 21 over years of working experience directly in the Quality discipline, he has served QC/QA, TQM, Quality System and Training position in the electronic components, semiconductors, computer peripherals and automotive manufacturing industries. Besides that, he also invited to conduct training for various manufacturing industries like steel and metal, motor and motorcycle, foods, furniture, oil processing and rubber & plastic products, semiconductor & electronics components, pharmaceutical, computer peripherals and telecommunication. His major accomplishment were in the setting up the ISO 9001 / ISO 14000 / ISO 22000 / ISO 13485 / ISO /TS 16949 Quality Management System, introduced Total Quality Culture and Function, Six Sigma Black Belt and Green Belt Programs, Lean Manufacturing System, Total Productive Maintenance (TPM) and Just-In-Time (JIT), Kaizen Improvement Programs activities in such organizations.

Mr. Kuang also is an invited judge and speaker for some of the manufacturing industries and government bodies such as Tenaga Nasional Berhad (TNB), Telekom Malaysia Berhad, Inland Revenue Board, TLDM, TUDM, Local Town Council, Lion Group of Companies and Hong Leong Group of Companies, Texas Instruments (M) Sdn. Bhd., Agilent Technologies Malaysia, Siemens Semiconductor (M) Sdn. Bhd., Osram Opto Semiconductor Sdn. Bhd., Toshiba Electronic Malaysia (TEM), Motorola Malaysia, Unisem Berhad, Carsem Semiconductor (M) Sdn. Bhd., Flextronics Technologies (M) Sdn. Bhd., TEAC Electronics (M) Sdn. Bhd., Sonoco Products Malaysia Sdn. Bhd., Mabuchi Motor (M) Sdn. Bhd., Hitachi Semiconductor, IDS Electronics, Yamaha Electronic (M) Sdn. Bhd., StatChinPac Semiconductor (M) Sdn. Bhd., Silverstone Berhad, Seagate (M) Sdn. Bhd., BenQ Technologies, Konica Minolta (M) Sdn. Bhd., Western Digital Malaysia, Koa Denko Industries Bhd, Mintye Industries Bhd, Sinmah Resources, Xepa-Soul Pattinson Sdn. Bhd., Hovid Berhad, Pharmaniaga Sdn. Bhd. Mega Steel Sdn. Bhd., Amsteel Sdn. Bhd., Sabah Forest Industries, Chunghwa Picture Tubes (M) Sdn. Bhd., Konica Minolta (M) Sdn. Bhd. and etc.

He believes in Competency Based Training (CBT) and promotes these concepts which emphasize the Consistent Application of Skills and Knowledge to Workplace Standards across the Full Range of Conditions. Mr Eddie Kuang is a Consultancy is a graduate from the University of Science Malaysia. He majors in Applied Statistics and Operational Research and Minors in Management.

He is a Senior Member of the American Society for Quality (ASQ) and ASQ Certified Quality Engineer (CQE), Certified Manager of Quality / Organizational Excellence (CMQ/OE) and Certified Six Sigma Black Belt (CSSBB). He is also the Lead Auditor from International Register of Certificated Auditor (IRCA), United Kingdom specializing in ISO9001 QMS, ISO 14001 EMS, ISO22000 Food Industry QMS, ISO13485 Medical QMS, ISO/TS16949 Automotive QMS, Six Sigma Champion / Leader and Black Belt.

Investment / Participation Fees

Normal fee: RM 850.00 / participant

10% group discount for three (3) or more registered participants from the same company or subsidiaries

REGISTRATION FORM



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No.	Name of Participant(s)	Designation	Vegetarian? (please tick <input type="checkbox"/>)
1			
2			
3			
4			
5			
6			

Registration Submitted By:

Company Name:

Company Address:

Contact Person:

Designation:

Tel:

Fax:

Email:

Payment: Enclosed herewith Cheque/ Bank Draft (No. _____) amounting to RM _____ for
() participant(s), crossed and made payable to "flexiEdge Training PLT". OR
Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and send us the bank in/ transaction slip.

**Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang
at administrator@flexiedge.com.my or through fax to 04-646 8377.**

**For further enquiry, please contact
Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355**

Terms and Conditions

- Fees are inclusive of program kits, refreshments, lunch and certificate of attendance.
- Program confirmation will be notified through email before the program date. Kindly ensure the email provided is reachable. Please check your email, read the details especially the date, time and final venue and acknowledge the confirmation notification.
- (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged.
(b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, replacement is allowed. No-show shall be fully billed. No refund if participant/ replacement does not turn up on the training day.
- flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.

*This program can be customised for In-House Training upon request.
Please contact Ms. Felicia Tham/ Mr. Quah Eng Siang @ 04-646 8377/ 012-479 8377 or email us at administrator@flexiedge.com.my
for more details or proposal.*