PROBLEM SOLVING TOOLS
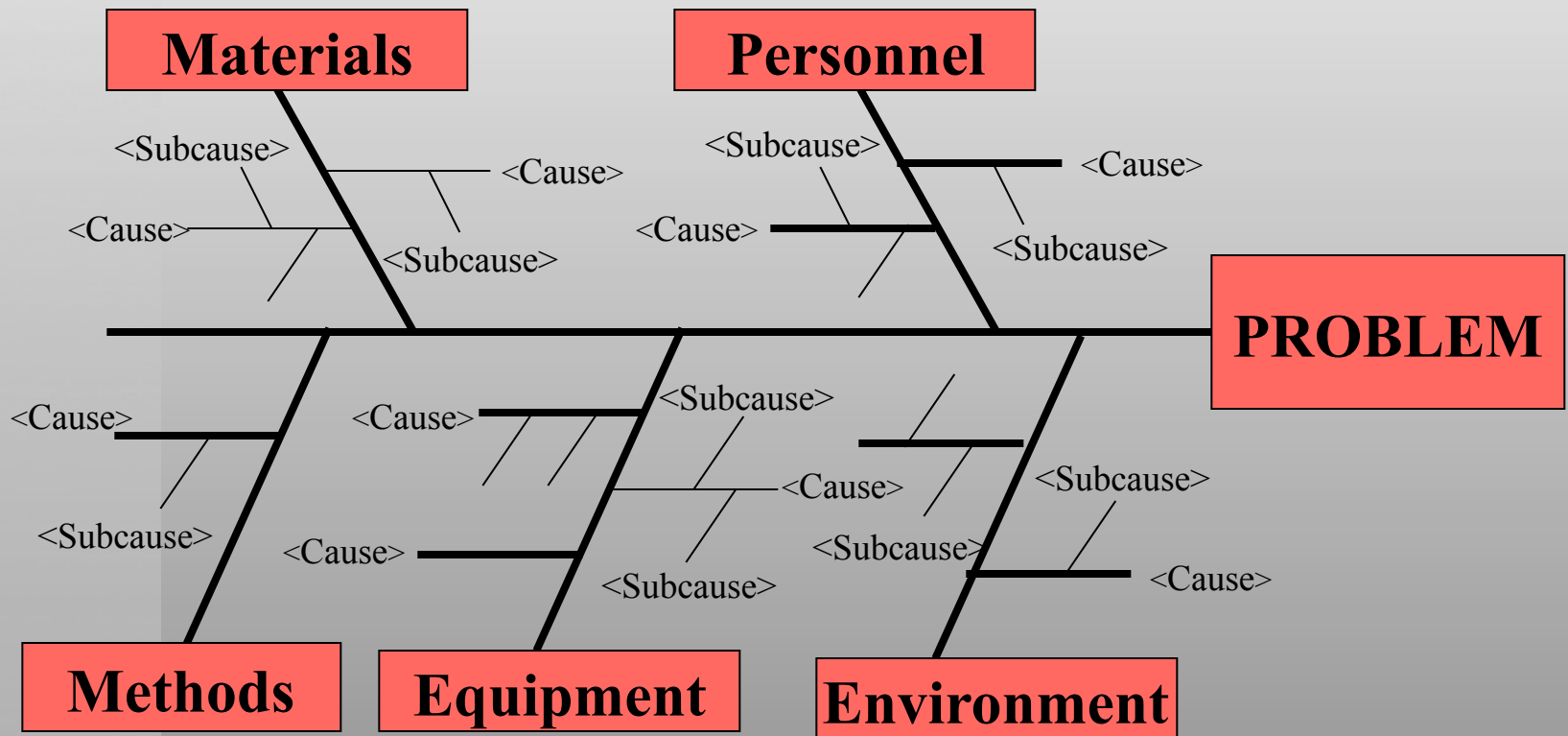
"OUR TARGET IS TO MEET OR EXCEED CUSTOMER REQUIREMENTS 96% OF THE TIME BASED ON CUSTOMER REQUEST DATE."

(Currently meeting it 85% of time)

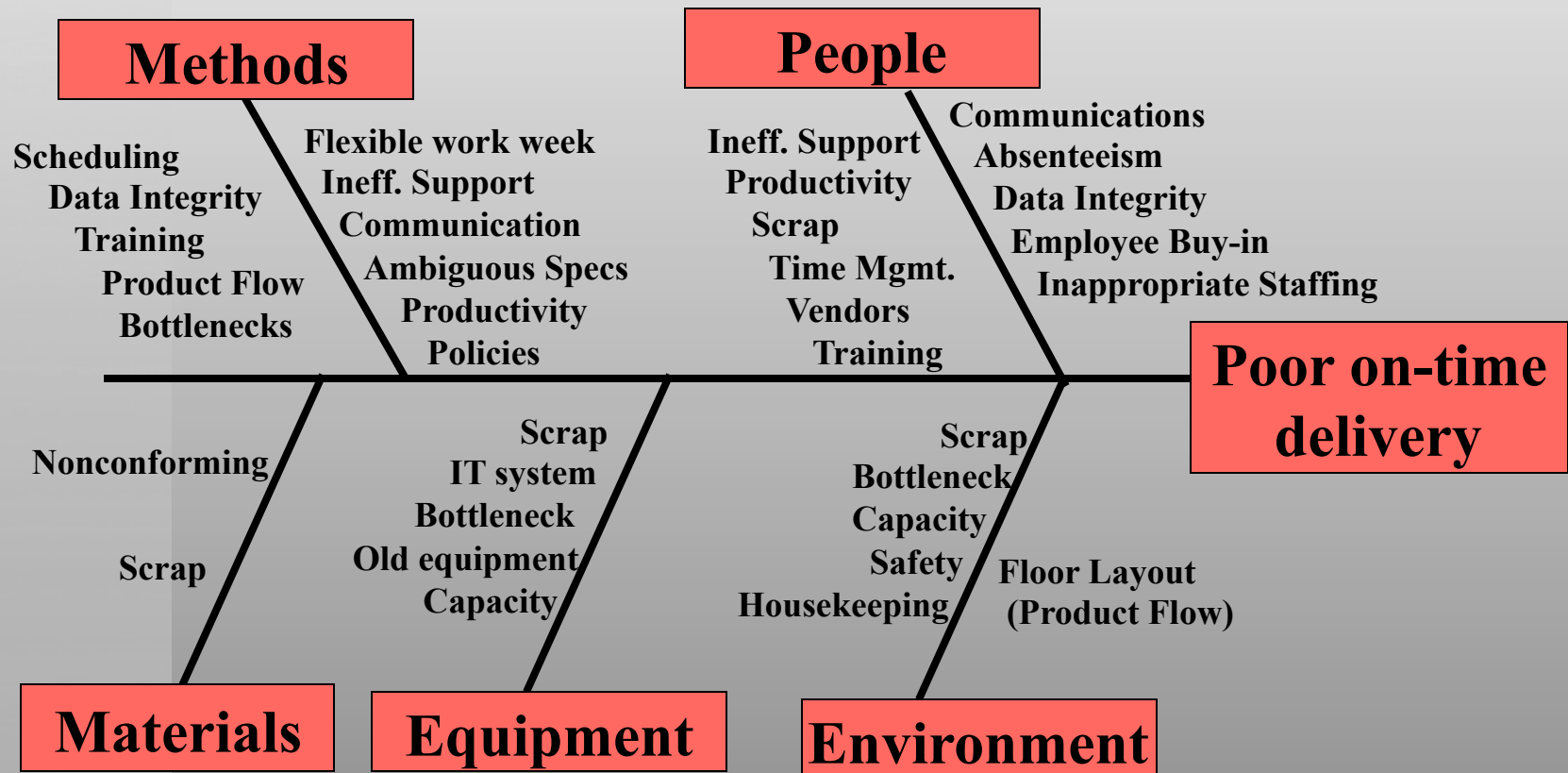# PROBLEM SOLVING TOOLS

Cause and Effect Diagram

PROBLEM SOLVING TOOLS

Cause and Effect Diagram - Company Goal

Methods

Scheduling
Data Integrity
Training
Product Flow
Bottlenecks

Flexible work week
Ineff. Support
Communication
Ambiguous Specs
Productivity
Policies

People

Ineff. Support
Productivity
Scrap
Time Mgmt.
Vendors
Training

Communications
Absenteeism
Data Integrity
Employee Buy-in
Inappropriate Staffing

Poor on-time delivery

Nonconforming

Scrap

Scrap
IT system
Bottleneck
Old equipment
Capacity

Scrap
Bottleneck
Capacity
Safety
Housekeeping

Floor Layout
(Product Flow)

Materials

Equipment

Environment

PROBLEM SOLVING TOOLS

TOP PRIORITIES (From C/E Diagram)

High	Scheduling
High	Product Flow/Bottlenecks/ Layout / communications
High	Flexible Work Week / Absenteeism
High	Equipment
Med/High	Training
Medium	Data Integrity

Measure of Success = scrap and productivity

PROCESS FLOWCHART *Objectives*

The objective of creating a process flowchart is to identify and layout the sequential steps of a procedure or process. Once the process is outlined, the flowchart can be used to identify

• Specific skills and knowledge necessary to perform each task

• Steps that can be eliminated or rearranged for more efficient operation

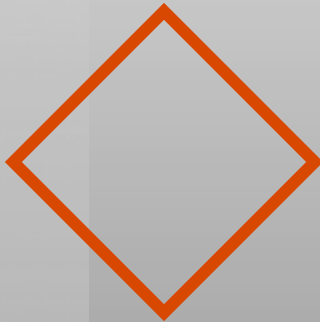• A standardized procedure for everyone to follow.

PROBLEM SOLVING TOOLS
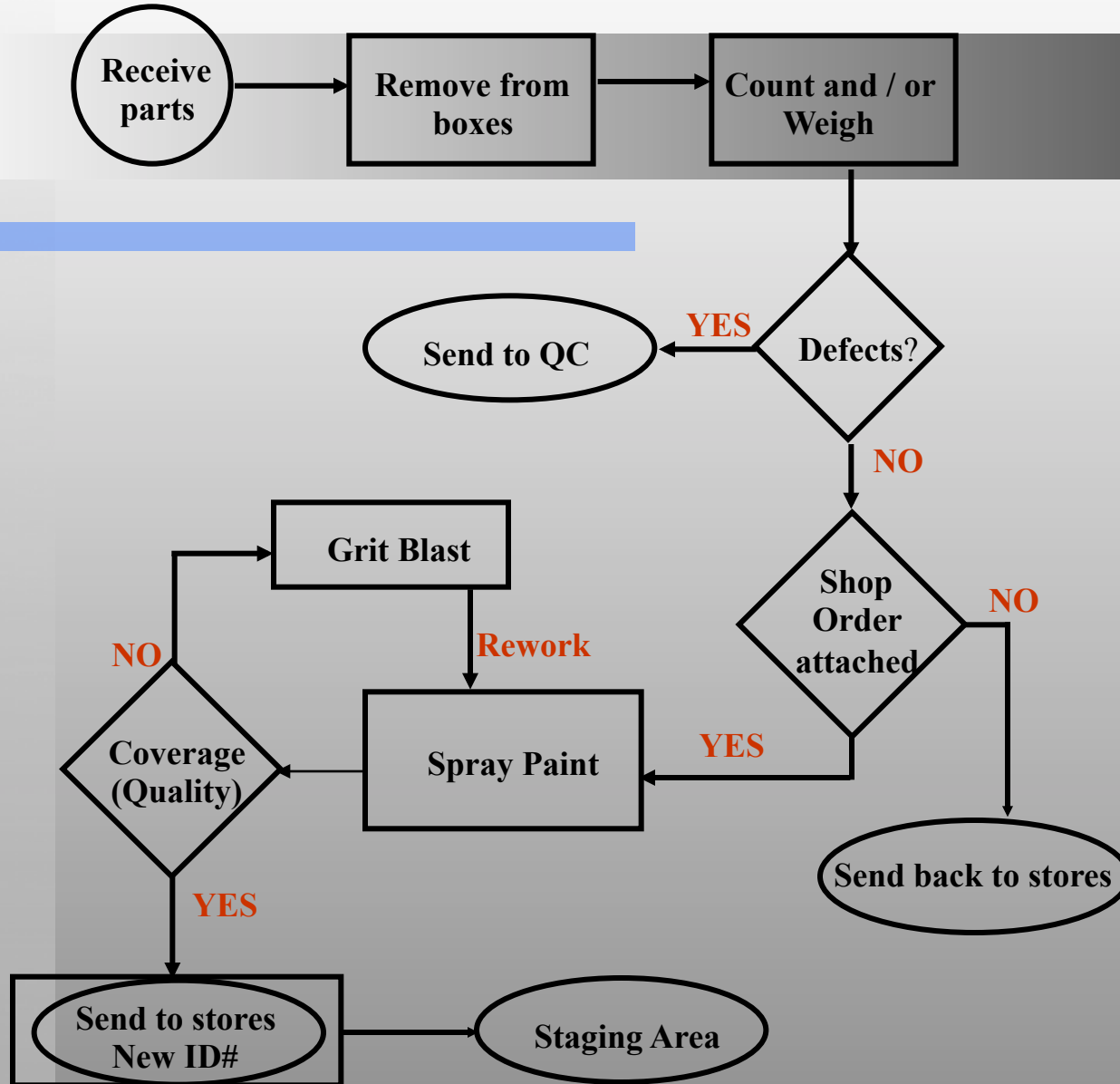
Beginning / End of Process

Task or action in process

Decision point in process

Delay, wait, storage point

PROBLEM SOLVING TOOLS

PROBLEM SOLVING TOOLS

Item Checklist

Project:	
Customer:	
Date Delivered:	
Type of Defects	**# of Occurances**
Incomplete	II
Typos	IIIII IIIII II
Miscalculations	IIIII
Past Due delivery	IIIII IIIII IIIII
Formatting	IIII
Missing pages	IIIII III
Misplaced	II

PROBLEM SOLVING TOOLS

Pareto Chart

100%

80%

Types of defects
Final delivery of
product

Past due
Typos
Missing pages
Calculations
Formatting
Misplaced
Incomplete