Solve problems in the field

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QST-40   2 Days (14 Hours)

Description

Making progress, involving staff, and driving continuous progress on a daily basis in the field are challenges that successful industrial or service companies set themselves. These continuous improvement approaches induce simplicity and rigor in the chosen problem solving method. This training allows you to discover the right reflexes to acquire to quickly resolve problems by involving teams in the QRQC (Quick Response Quality Control) spirit.

Who is this training for ?

For whom

Manager, Quality correspondent for industrial or service companies. Production manager, team leader, supervisor, team leader. Lean management manager, continuous improvement Manager wanting to instill a dynamic of progress in his team.

Prerequisites

Aucune

Training objectives

- Acquire the tools to quickly and efficiently resolve problems in production, in a workshop or in the field

- Identify the keys to success of this approach and promote the results

Training program

Résoudre les problèmes sur le terrain (QRQC) : conditions de réussite Formaliser une démarche de résolution de problème simple et structurante.

- Opt for the logic of D.
- Identify opportunities for progress for your company: complaints, mudas, malfunctions, etc.
- Define the criteria for choosing problems to be addressed.
- Engage management.
- Prepare your animation materials (display board, recording sheets, A).
- notion of quick meeting and more generally QRQC (Quick Response Quality Control).

83La méthode et les outils clés à appliquer sur le terrain

- Identify the issues and share them.
- Collect key information as close as possible to the production or process concerned.
- Search for root causes through creativity in minute meeting, in the field and/or by display (CEDAC.
- M, why?).
- Identify the causes of non-detection upstream of the problem.
- Organize the validation tests of the causes.
- Search for suitable solutions and implement them, generalize and inform.
- Plan the monitoring of the effectiveness of corrective actions .
- Use feedback.
- Practice a case study.

55Vérifier l'avancement des actions et leur efficacité Utiliser le management visuel pour animer.

- Manage the progress of the steps of the process.
- Display the success story.
- Check the application of the solutions.
- Measure hot and cold the effectiveness of the actions undertaken using reliable indicators.