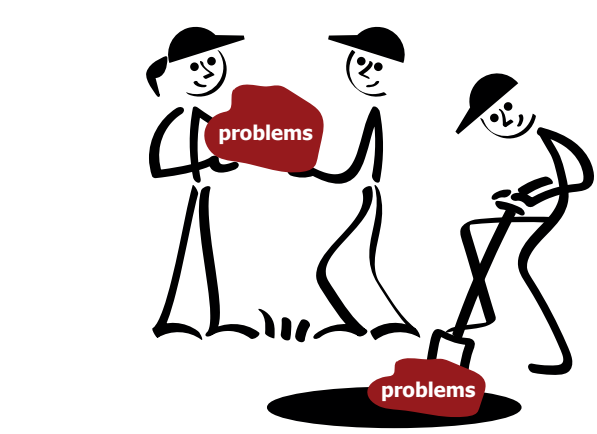


4 Step Rapid Problem Solving ©

1. PURPOSE

Problems are Good!



"Having no problems is the biggest problem of all"

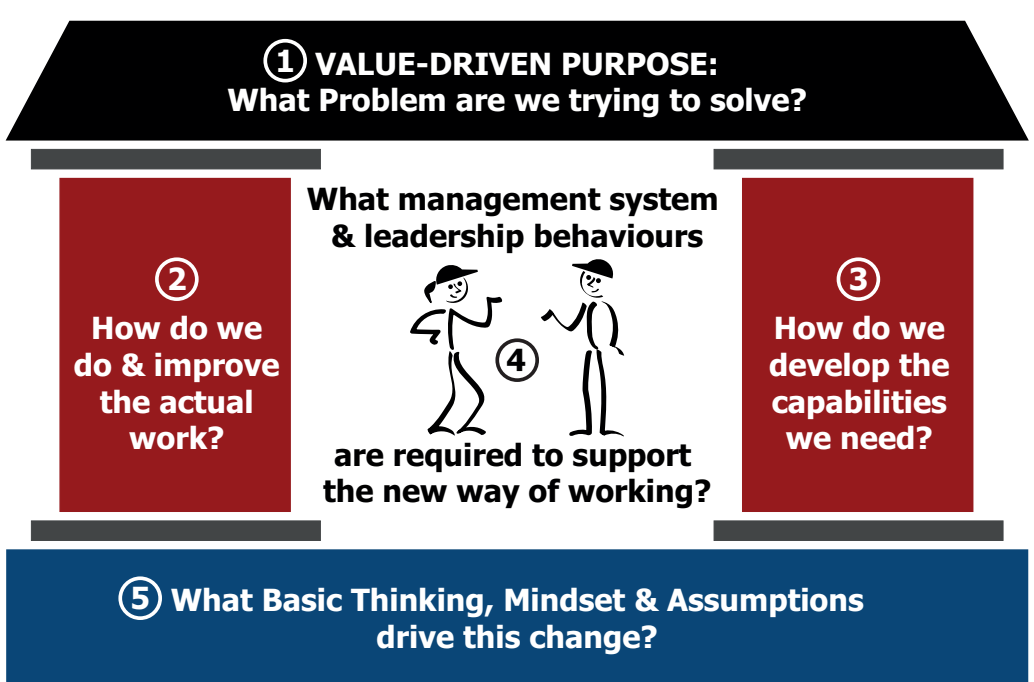
Taiichi Ohno

2. PROCESS

Four Key Elements

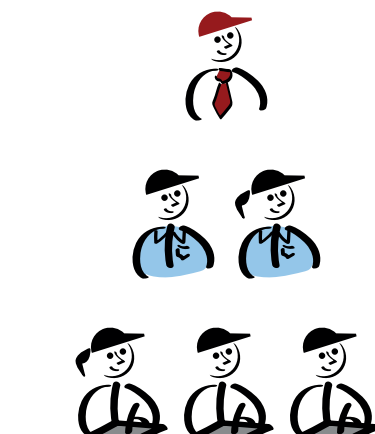


LEAN TRANSFORMATION FRAMEWORK

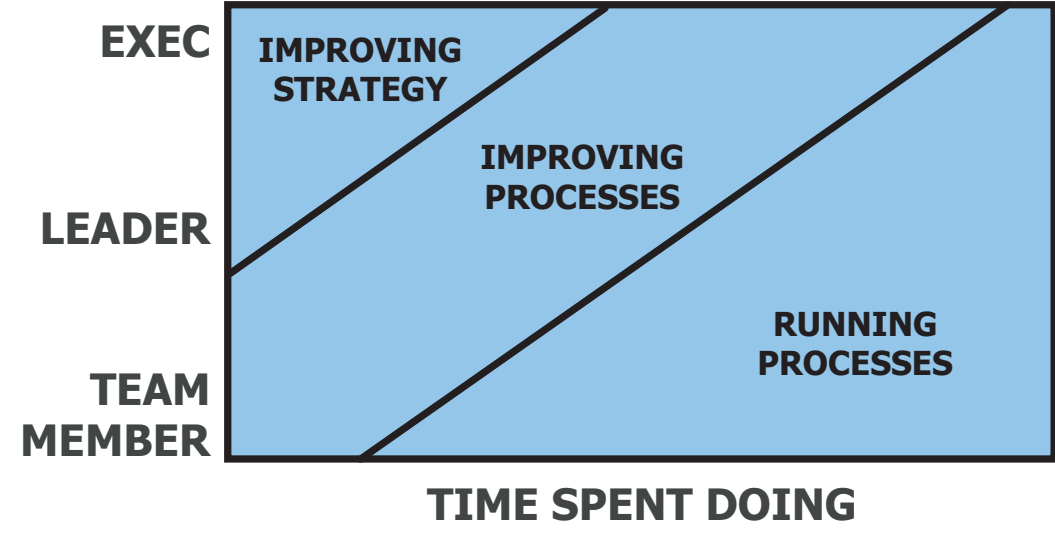


3. PEOPLE

Roles & Responsibilities



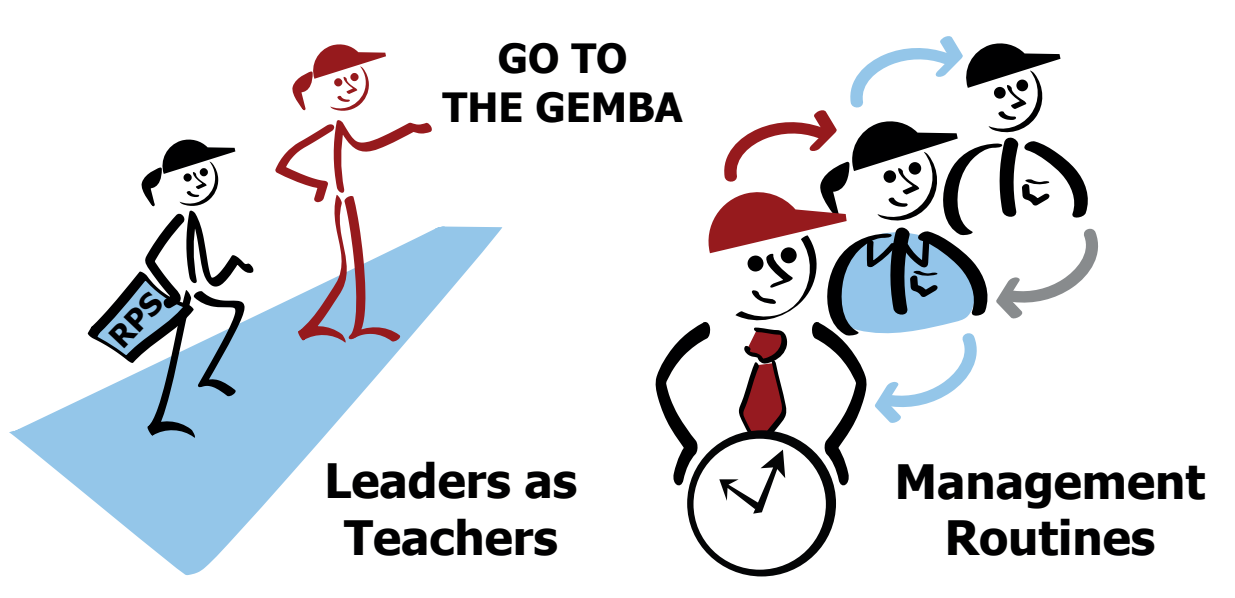
Capable Problem Solvers at all levels



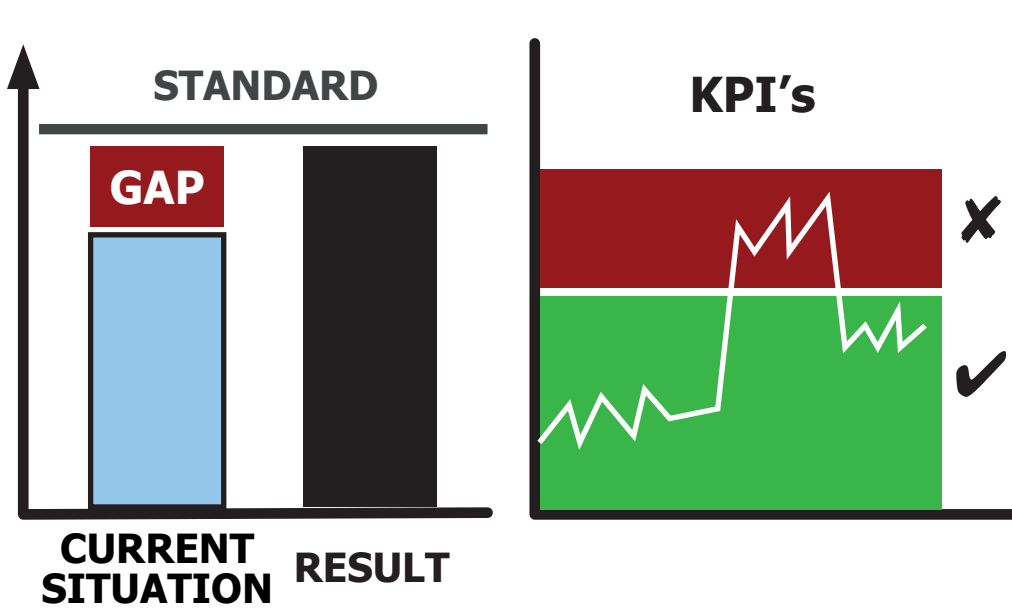
Problem Solving Framework

PROBLEM SOLVING FRAMEWORK										
Types	Four Types of Problems				Problem Properties		Analysis Required		Approach	Who
	Reactive/Caused	Created/Proactive			Quantity	Difficulty	Time	Depth		
Methods	1	2	3	4	Quantity	Difficulty	Time	Depth		
Advanced		✓	✓	✓	Few	Hard	Long	Deep	Scientific, data & fact driven	Technical & Specialists
Practical		✓	✓	✓						Leadership & Specialists
Rapid		✓	✓							Team Leaders/ Members
React	✓				Many	Easy	Short	Shallow	Fix it now	Everyone

Leadership



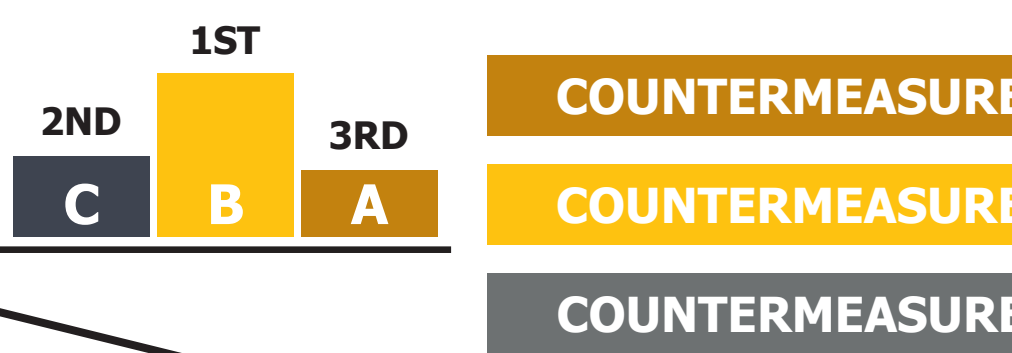
DEVELOP ORGANISATION



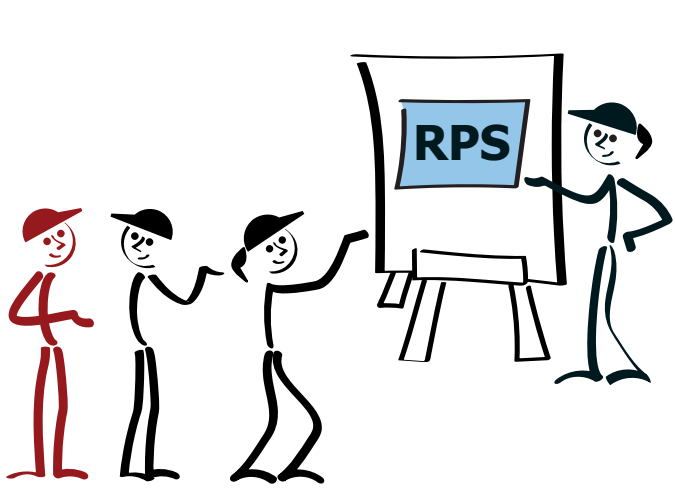
DID WE CLOSE THE GAP? → REMOVE CONTAINMENT

ACTION	WHO	M	T	W	T	F	IMPACT	RESULT

ACTION PLAN

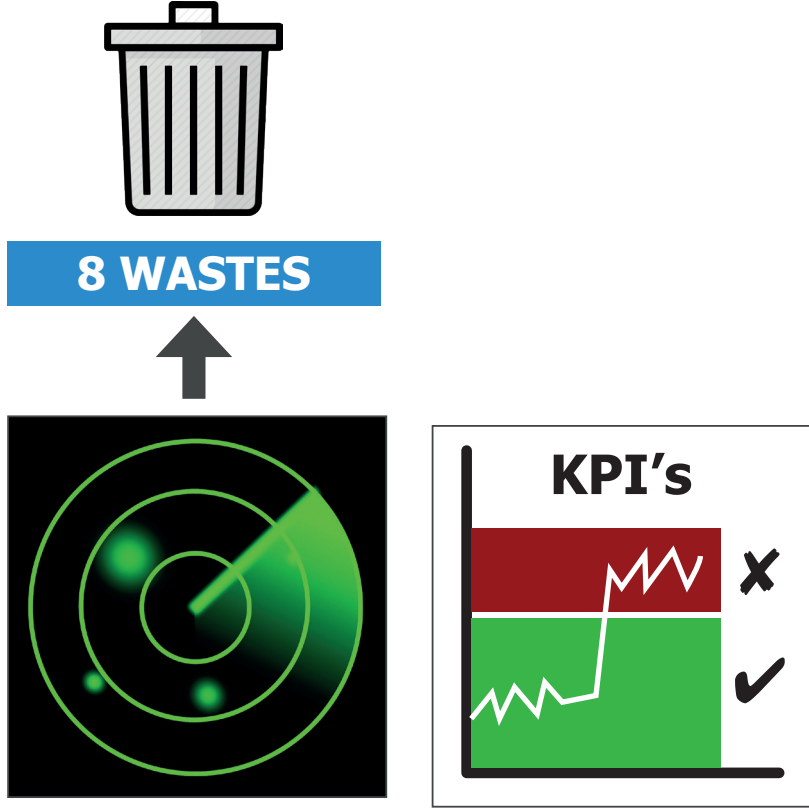


DEVELOP PEOPLE

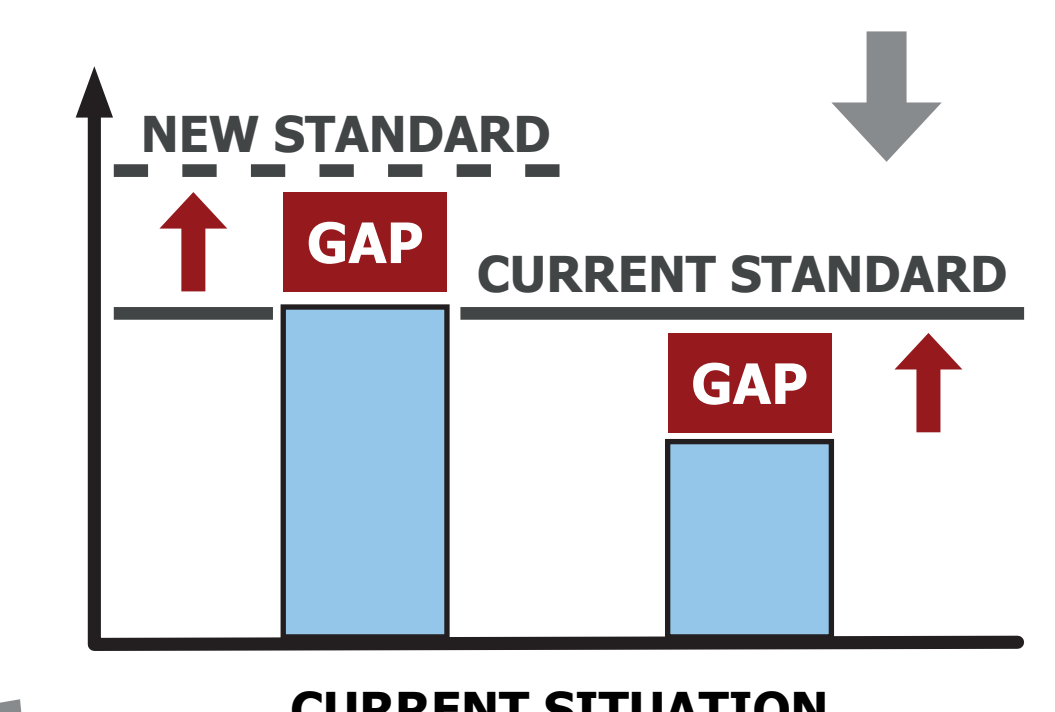


- SPEED
- MAKES A CHANGE
- NOT RETRAINING

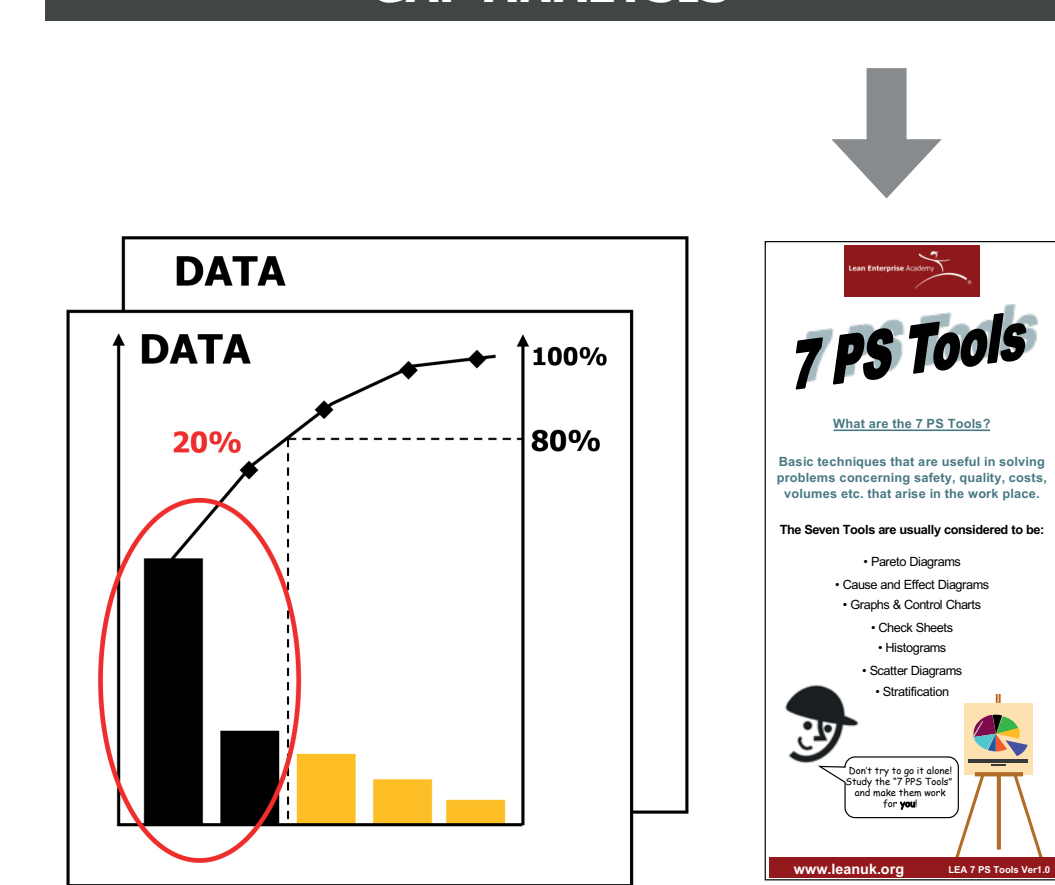
Defects
Overproduction
Waiting
No employee involvement
Transport
Inventory
Motion
Excess processing



CLARIFY THE PROBLEM

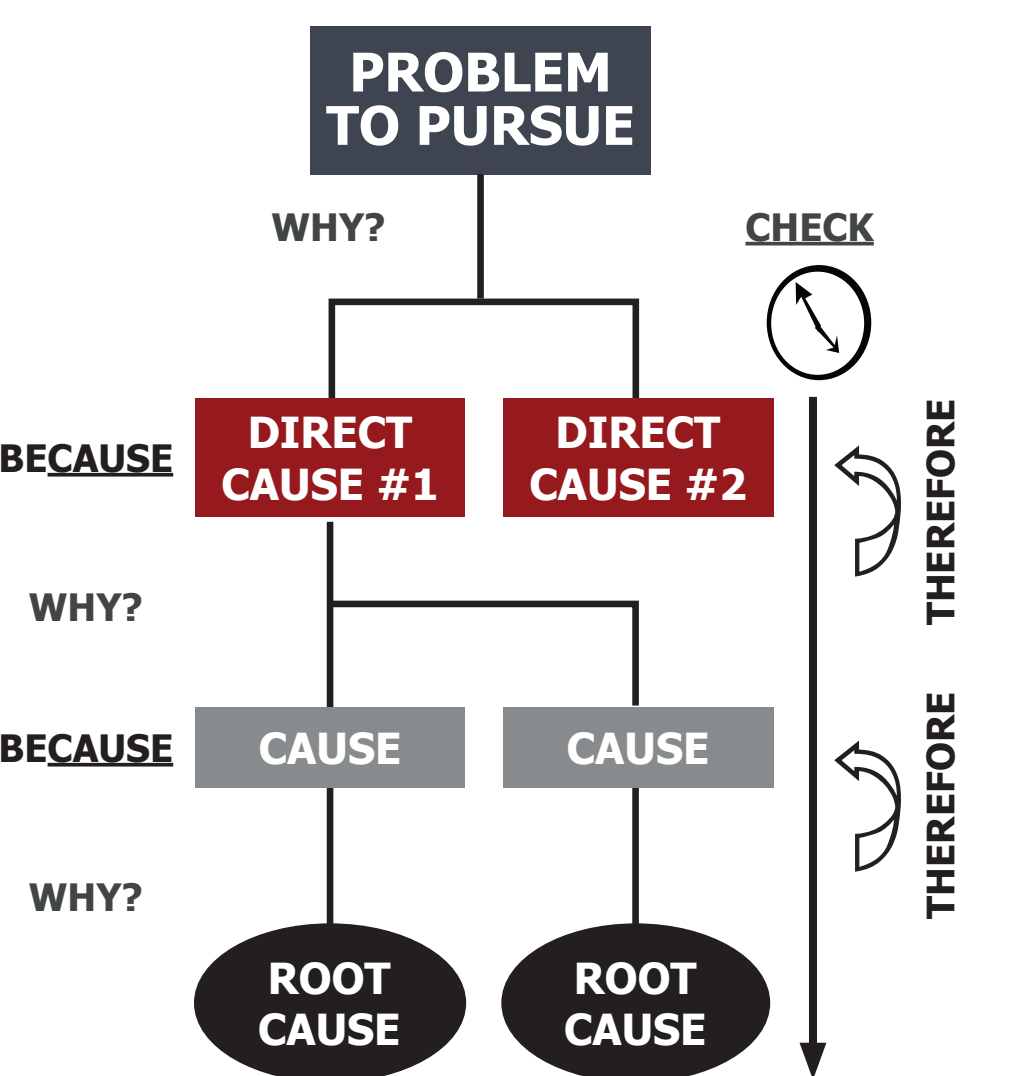


GAP ANALYSIS

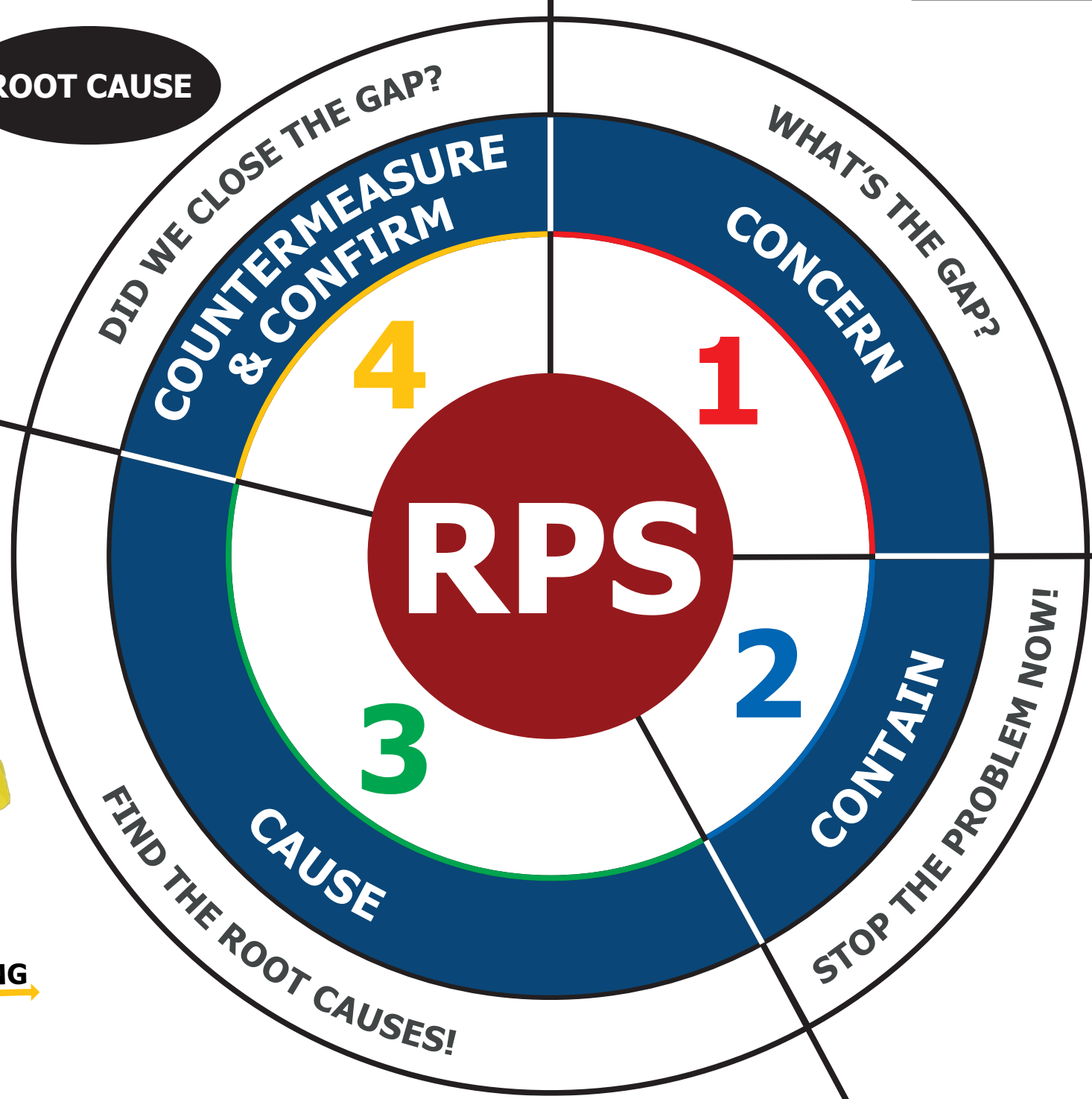
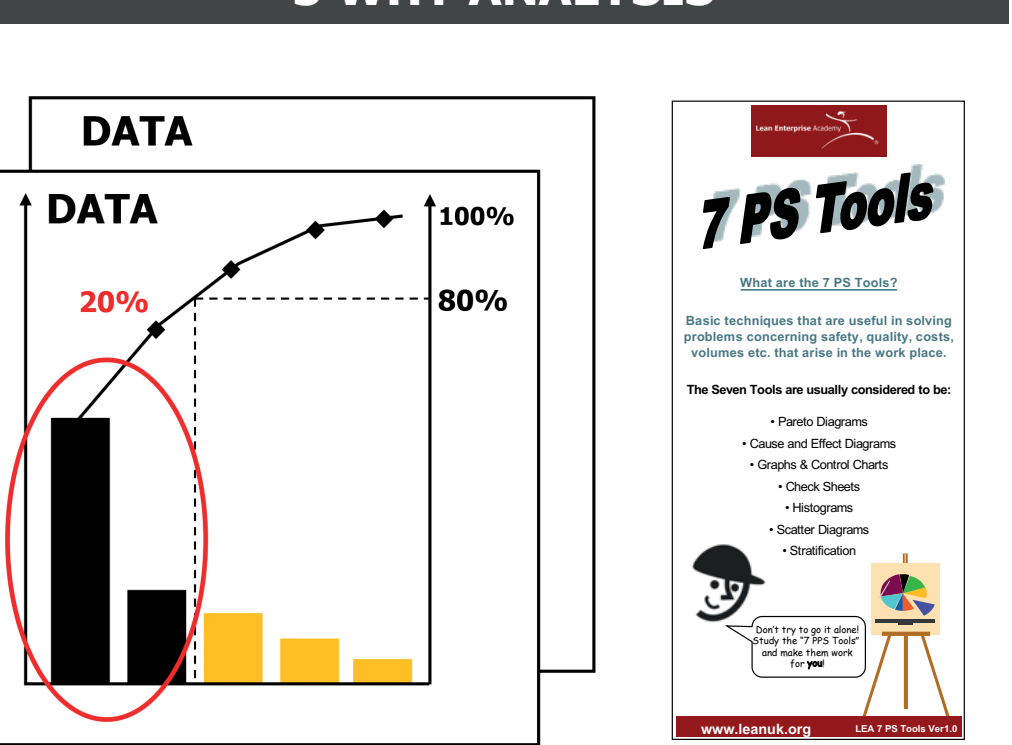


PROBLEM TO PURSUE

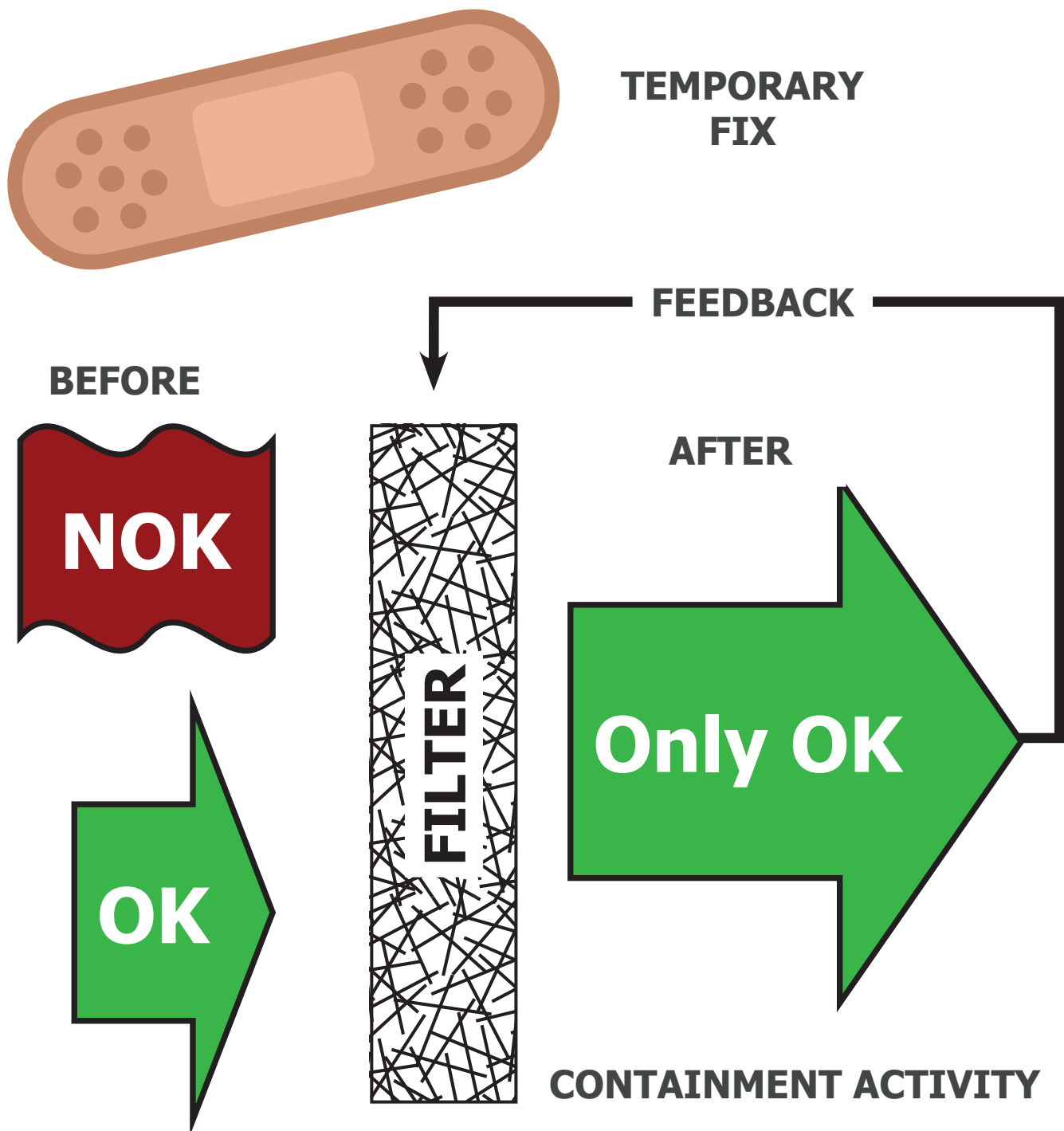
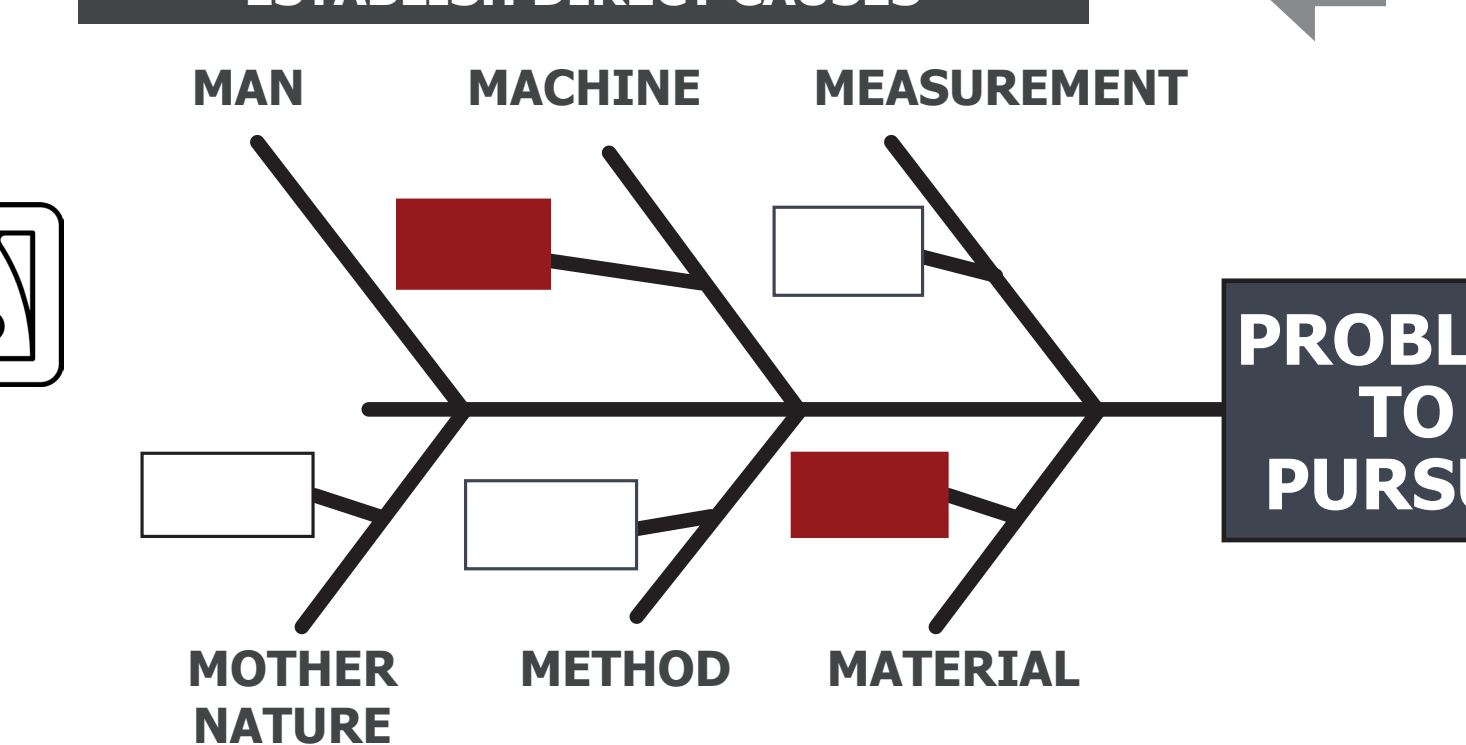
ESTABLISH ROOT CAUSES



5 WHY ANALYSIS



ESTABLISH DIRECT CAUSES



CONTAINMENT PRINCIPLES

- PROTECT THE CUSTOMER
- SPEED - DO IT NOW!
- 5W 2H
- STANDARDISE ACTIVITY / METHOD
- VISUALISE
- COLLECT DATA!