



7 Steps to Effective Problem Solving for a High-Performance Team

高效团队解决问题的七步法

目标与内容 Objectives and Content

Problem solving technique with seven steps is one of the keys to a successful lean implementation because it empowers all of those involved. Lean manufacturing has a unique way of solving problems. It does not just look at the effect of the problem and tries to handle the false outcome. Rather, the root cause of the problem is identified and the root cause, as well as all contributing factors, is eliminated from the system, process or infrastructure in order to permanently solve the problems. In this training, you can have a comprehensive understanding of the concepts and methods of problem solving.

七步解决问题法是成功精益实施的关键因素之一。精益生产具有独特的解决问题的方法。它不只是看问题的影响，并尝试用创可贴来覆盖它。而是通过根本问题的识别，从系统中、流程或基础设施中永久解决问题的根本原因。通过本次培训，将使您对问题解决技巧的概念和方法有个全面了解。

参加对象 Target Group

This training unit is developed for engineers and experienced employees in production management and quality control.

本次培训课程主要是针对从事生产管理和质量控制领域的工程师和有经验的工作人员而设计开发的。

大纲 Outline

日期 Schedule

Mar 22, 2019/
Jun 28, 2019/
Nov 01, 2019

价格 Price

Members:
RMB 2000
Non-members:
RMB 2500

Fee includes lectures, course materials and lunch.

包括会务，资料费，午餐费。

语言 Language
Chinese

- Definition and objectives of problem solving
- Problem solving cycle
- Step 1: Problem description
 - 5W2H
- Step 2: Corrective action
- Step 3: Root-cause analysis
 - Ishikawa diagram
 - 5 Why Method (Alternative)
 - Pareto Diagram (Alternative)
- Step 4: Measure identification
- Step 5: Measure selection
- Step 6: Measure implementation
- Step 7: Preventive actions
- Learning by doing: case studies
 - Application cases at the demonstration line
 - Experience summary
- 问题解决的定义及目标
- 问题解决环
- 第一步：问题描述
 - 5W2H
- 第二步：纠正措施
- 第三步：根本原因分析
 - 鱼骨图
 - 5 WHY
 - 柏拉图
- 第四步：解决方法提案
- 第五步：解决方法选择
- 第六步：实施解决方法
- 第七步：预防措施
- 实践应用：案例分析
 - 在示范线上的实际应用
 - 经验总结

地点 Venue: Industry 4.0 Demonstration and Innovation Center, Room 1101, Building A, Wisdom Center, No.10 Moon Bay Road, Suzhou Industrial Park / 苏州工业园区月亮湾路 10 号慧湖大厦 A 座 1101 室中德工业 4.0 技术展示创新中心