

8 Step Problem Solving Workshop

- ▶ Location: Knoxville, Tennessee
- ▶ Duration: Two days
- ▶ 2010 Dates: March 23-24
- ▶ Cost: \$2950
(includes meals and lodging)

1. EXECUTIVE SUMMARY

In these tough economic times, industry is under tremendous pressure to find new and innovative ways to improve performance and reduce costs. Successful organizations have recognized the need for continuing the education and informing of senior leaders on Continuous Process Improvement (CPI). The effectiveness of any CPI effort is only as good as the problem solvers implementing and executing the plan, and the need is recognized for personnel to be schooled in a disciplined, proven problem solving methodology. The fact remains that many managers need more exposure to a structured problem solving process. CPI is not effective unless it is underpinned by such a methodology. A modified 8 Step Problem Solving process, adopted from the Toyota Production System and tied directly to the DMAIC model, is the standard framework and methodology for organizational problem solving and decision making.

2. WHO SHOULD ATTEND?

Key leaders in the organization who drive lean or process improvement projects should attend the *8 Step Problem Solving Workshop*. Participants will complete the course with a “hands on” capability of using the 8 step methodology.

3. PROGRAM OVERVIEW

The *8 Step Problem Solving Workshop* has been

developed to provide individuals with a proven methodology to resolve tough issues in today’s challenging environment. This 2 day course provides participants the opportunity to hone their problem solving skills via a course structured around a progressive case study format, with breakouts and deliverables from the participants.

The course consists of a combination of lecture material, discussion, and breakout sessions for actual problem solving. University of Tennessee faculty will lecture, lead discussion, and interact directly with the breakout groups for maximum learning. Classroom content is focused on a customized case that is woven throughout the 2 days. The class participants will present their findings from their 8 step problem solving efforts, derived from the progressive case study format.

4. KEY PARTICIPANT BENEFITS

- ▶ Learn how to utilize the 8 step problem solving in conjunction with strategic planning methodology;
- ▶ Learn to identify and work on THE problem, not just a problem, that can most benefit the organization;
- ▶ Learn to set personal agendas and biases aside, using quantifiable data rather than subjective or qualitative data for problem solving;
- ▶ Learn the importance of objectivity, alignment, coherency, and distilling data down to the most salient points to successful problem solving;
- ▶ Solve problems faster using a proven methodology;

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- ▶ Attain lasting results by using sustainment tools;
- ▶ Ensure that resources are focused on the most critical areas;
- ▶ Gain in-depth knowledge to identify and resolve true root causes instead of symptoms;
- ▶ Provide the organization with methods to share best practices;
- ▶ Learn to understand the nature of a problem before jumping to solutions;
- ▶ Improve facilitation and group problem solving skills;
- ▶ Learn to set clear objectives and metrics;
- ▶ Understand the importance of cause and effect analysis in problem solving;
- ▶ Use lean tools to implement counter-measures;
- ▶ Improve skill levels of peers and subordinates by coaching them in problem solving skills;
- ▶ Create a culture of logical problem solving in their organizations;
- ▶ Create a culture of mentoring and continuous learning throughout the organization;
- ▶ Gain the ability to write succinct A3 reports detailing the results of the 8 step process;
- ▶ Learn key questions to use when reviewing A3 reports.

5. FACULTY

- ▶ **James Cody**, Director, University of Tennessee Aerospace/Defense Clearinghouse, the premier university source of managerial education and development for the aerospace/defense sector. James is a retired Air Force Colonel with 25 years of service. He has worked in strategic planning across “total force” needs of the Department of Defense and has significant experience working with the aerospace industry in current and future programs.
- ▶ **Dr. Ken Kirby**, Faculty Emeritus, Ken has considerable experience in redesigning manufacturing systems and business processes in a variety of industries. His international experience includes England, Ireland, France, Spain, Brazil and Singapore.
- ▶ **Keith Leitner**, MS, faculty member, Center for Executive Education. Keith has extensive experience implementing lean concepts in both private and defense industries and is the faculty coordinator for the Air Force Smart Operations Level II program.
- ▶ **Gregory Martin**, General (Ret), U.S. Air Force. Prior to retirement, General Martin served as Commander, Materiel Command, Wright-Patterson Air Force Base, Ohio. The command conducts research, development, test and evaluation, and provides acquisition management services and logistics support necessary to keep Air Force weapon systems ready for war.
- ▶ **Ed Miles**, President, Miles & Associates, a management consulting firm focused on improving business performance. He brings to this position extensive experience working with senior executives in manufacturing and service organizations to improve organizational effectiveness and performance.
- ▶ **Allen Pannell**, MS, executive consultant, specializing in process innovation and redesign, leadership, six sigma strategic planning and process management. Allen is the faculty owner of the Data Mining course offered by the University of Tennessee CEE.

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- ▶ **Chuck Parke**, MBA, faculty member, Center for Executive Education. Chuck has worked in private industry as an engineer, plant manager, and vice president for companies including Maytag, TRW, Snapper Power Equipment, and Lexington Home Brands. Chuck is the lead faculty member for the Executive Leadership course offered by the CEE for the U.S. Air Force.
- ▶ **Bill Peterson**, MBA, faculty member, Center for Executive Education. Bill has over 30 years experience in the aircraft Maintenance, Repair and Overhaul business using lean concepts. Bill is the faculty owner of the Lean Applied to Business Processes course at the University of Tennessee CEE.

6. FACILITIES

Classes are held in the executive classrooms of The University of Tennessee Center for Executive Education. These facilities are specifically designed for group-interaction programs.

Accommodations are single-occupancy rooms at a nearby hotel.

7. TENNESSESE LEAN ENTERPRISE CENTER

The *8 Step Problem Solving Workshop* is supported by the Tennessee Lean Enterprise Center. The Center's mission is to:

- ▶ Create a network for Lean Practitioners to share best practices through Center meetings and the Lean Reference Desk.
- ▶ Be a source of lean-equipped operations personnel through lean graduate internships.
- ▶ Conduct direct-focused lean research efforts.

8. RELATED PROGRAMS

- ▶ Lean Enterprise Systems Design Institute
- ▶ Lean Maintenance, Repair and Overhaul
- ▶ Lean for Business Processes
- ▶ Lean for Healthcare
- ▶ Establishing Reliability Excellence for Lean Implementation
- ▶ Executive 8 Step Problem Solving Workshop

9. CONTACT

For more information on the *8 Step Problem Solving Workshop* or The Tennessee Lean Enterprise Center membership, please call, write, or email:

Rhonda Barton, Director
Deidre (DeDe) Heitmann Hughes,
Program Coordinator
Kitty Pat Cornett, Program Coordinator
Center for Executive Education
College of Business Administration
The University of Tennessee
603 Haslam Business Building
Knoxville, TN 37996-4160

Phone: (865) 974-5001
FAX: (865) 974-4989
E-mail: TheCenter@utk.edu

For current news on the Center for Executive Education and its offerings, visit our web site at <http://TheCenter.utk.edu>

For more information on Lean activities at the University of Tennessee, please visit <http://lean.utk.edu>