

Practical Problem Solving (PPS) Training Programme Outline

Summary: This programme provides the underpinning knowledge and builds delegate confidence to apply Practical Problem Solving (PPS) at a working level enabling efficient resolution of problems and avoidance of future problems. The programme includes examples of how Toyota applies PPS in the workplace.

Aimed at: All personnel responsible for resolving practical problems

Prior Qualifications/Experience: No prior experience is necessary

Duration: 1 day

Format: Combination of presentation and Trainer-lead activities carried out in a training-room environment

Software Specification: No software or IT resources are required

Objectives: By the end of the programme, participants will be able to:

- Appreciate what PPS is and how it enables organisations to efficiently resolve practical problems
- Understand the key phases and elements of PPS
- Understand how to use PPS to avoid future problems
- Confidently apply the PPS process to analyse and eliminate problems by determining root causes and implementing corrective and preventative actions

Content:

- What is PPS?
- Preparation for problem solving through PPS - Does the problem require a PPS?
- Selecting team members
- Problem clarification and containment
- Grasping the situation including measures of current performance
- Target setting
- Root Cause Analysis including Process Mapping, Cause and Effect diagrams, and 5 Why's
- Evaluation and planning of Counter-measures
- Result confirmation
- Standardisation including SOPs
- Yokoten (Sharing) and Learning review