LEAN Mistake Proof and Problem-Solving Techniques

At **Training Practical Solutions Consultancy (TPSC)**, our mission is to continuously improve the quality of workplace education and training through actively promoting and applying principles of Practical Solutions.

T.P.S™ CONSULTANCY

Workshop Description

OBJECTIVE

We aim to equip and enhance participants with skills and tools to:

1. **Understand LEAN principles** and the significance of mistake-proofing (Poka-yoke) in improving quality and reducing errors.
2. **Learn and apply the 5 Whys** technique to identify root causes of problems and use it for effective problem-solving.
3. **Master the Fishbone Diagram (Ishikawa Diagram)** for systematically analysing the potential causes of problems and improving the decision-making process.
4. **Integrate the 5 Whys and Fishbone Diagram** to address complex issues more effectively, ensuring thorough analysis and lasting solutions.
5. **Implement LEAN mistake-proofing solutions by** designing and applying practical strategies to prevent errors, drive improvements, and sustain quality in processes.

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GOAL AND AIM

GOAL

·To empower participants to **identify, analyse, and resolve operational issues** using Lean tools like the 5 Whys and Fishbone Diagram, thereby improving quality, reducing waste, and fostering continuous improvement within their organizations.

AIM

- **Equip participants** with the knowledge to apply both the 5 Whys and Fishbone Diagram effectively for problem-solving.
- Enable participants to **design practical mistake-proofing solutions** and incorporate them into their daily work practices.
- Foster a **culture of continuous improvement** by teaching participants how to sustain improvements and minimize recurring issues.

INTERESTED IN ENHANCING YOUR SKILL SETS IN MISTAKE PROOFING AND PROBLEM-SOLVING TECHNIQUES?

TOPICS TO BE COVERED

Day 1: Introduction to Lean and Mistake Proofing

- **Lean Methodology Overview:** Key concepts of Lean.
- **Mistake-Proofing Basics:** Definition and types of mistake-proofing.
- **Importance of Mistake-Proofing:** Role in improving process reliability and quality.
- **Lean Tools for Problem Solving:** Brief introduction to key tools like 5 Whys, Fishbone Diagram, and PDCA (Plan-Do-Check-Act).

Day 2: Introduction to Problem Solving Techniques – 5 Whys

- **Understanding the 5 Whys:** Concept and purpose of the 5 Whys technique.
- **How to Effectively Apply the 5 Whys:** Steps for applying the method to identify the
- root cause of problems.
- **Practical Application:** Applying the 5 Whys technique to solve a real-world problem.
- **Common Pitfalls:** Recognizing and avoiding issues like jumping to conclusions or focusing on surface-level causes.

Day 3: Introduction to the Fishbone Diagram (Ishikawa Diagram)

- **Overview of the Fishbone Diagram:** Explanation of the structure and its use for cause-and-effect analysis.
- **Categories of Causes:** Breakdown of the 6M's in the Fishbone Diagram.
- **Creating a Fishbone Diagram:** Step-by-step guide to building a Fishbone Diagram.
- **Practical Application:** Creating and analysing a Fishbone Diagram for a specific problem.

Day 4: Integrating 5 Whys and Fishbone Diagram for Problem Solving

- **Combining the Two Techniques:** How to use the Fishbone Diagram and the 5 Whys together for a comprehensive analysis.
- **Application in Complex Problems:** Real-world examples where both tools are used to solve multifaceted issues.
- **Group Activity:** Participants solve and present a problem using both techniques.

Day 5: Mistake-Proofing Solutions and Continuous Improvement

- **Designing Mistake-Proofing Solutions:** How to create and implement effective solutions that prevent recurring errors.
- **Continuous Improvement:** Role of mistake-proofing in sustaining quality and fostering a culture of continuous improvement (Kaizen).
- **Case Study/Group Exercise:** Develop mistake-proofing solutions based on real-world problems.
- **Measuring and Sustaining Improvements:** Tools and metrics for tracking the effectiveness of solutions and ensuring sustained progress.