



Toyota's 8-Step Problem Solving

Are you looking for solutions before you truly understand the problem? Discover the power of Toyota's 8-Step Practical Problem Solving Methodology

This introductory course will provide the knowledge and problem solving skills to arrive at the true root cause of your problems and prevent problems from reoccurring. You will learn the value of "Genchi Genbutsu" - Get your boots on, Go and See. You will also learn how to apply the 8-Step Problem Solving Methodologies and capture the findings in concise A3 Reporting. The 8 step approach is a practical method that can be rolled out to every person in the organization. You no longer have to limit your problem solving skills to a single group of technically minded individuals. This method of problem solving can be used both in a manufacturing or service environment. We will use examples from successful 8 Step projects, as well as case studies for you to review.

Course Objectives:

- Introduction to 8-Step Problem Solving
- Defining the real problem
- Identifying the point of occurrence
- Pinpointing the root cause
- Developing and implementing lasting countermeasures
- Connecting the A3 with 8-Step

Thursday, May 3, 2012

8:30 am – 4:30 pm

Fee:	MA Members \$319 per person	Non-MA Members \$419 per person
	<i>Receive a 10% discount if you register 10 days prior to the event</i>	
Location:	Manufacturers Alliance Training Center 8421 Wayzata Blvd, Suite 190 Golden Valley, MN 55426 (For directions and map go to www.mfrall.com)	
Reservations:	For instant confirmation, reserve on-line at www.mfrall.com , click on Training & Education then Workshops by May 1, 2012. <i>Your satisfaction is guaranteed.</i>	
Cancellation Policy:	No refunds for cancellations after 5:00 p.m. May 1, 2012, or for no-shows at workshop. <i>(Substitutions accepted)</i>	

Pre-registration required!

About the instructor:

Jackie Cullen has been leading lean implementation projects since 2003. She received her Problem Solving Training from the University of Kentucky & is currently employed by Lake Region Medical Chaska where she is the company's 8 – Step Problem Solving Champion.

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