

PROBLEM SOLVING THROUGH TEAMWORK

A Two Day Course

Course Outline

For

All personnel who need to identify and solve problems which adversely affect production efficiency, business profitability and product/process quality.

Purpose

To improve teamwork.

To show the advantages of the team approach to problem solving.

To provide the practical skills and knowledge required to:

- obtain and analyse information
- identify the root cause of problems
- develop, test and implement solutions

Content

Day 1

- The importance of quality
- The quality assurance approach
- An introduction to teamwork
- Team exercise (the benefits of teamwork)
- Identification of personal team roles (Belbin)
- Identification of areas for improvement
- The stages of problem solving

Day 2

- Obtaining, displaying and interpreting information
- Analysing information
- Pareto analysis
- Brainstorming techniques
- Cause and effect analysis
- Consensus decision making
- Costing problems and solutions
- Practical problem solving (exercise)
- Review

The course is tailored to meet the specific needs of individual companies. It is highly participative and includes practical problem solving exercises.

FOOD QUALITY SERVICES