

# Quality Week Brose Coventry

Q1 2017

Leadership & Personal Development, Strategic Management, Lean Six Sigma & Quality Tools

# Capella



## Mission

To provide Consultancy, Training, Coaching, Technical Support and Assessment to enable increased personal and business performance and to drive Continuous Improvement.



Specialist areas include:

- Six Sigma and Design for Six Sigma
- Lean principles and tools
- Business Process Management and Service Improvement
- Problem Solving and Process Improvement
- Quality tools and methods
- Interpersonal Skills, Team Working and Leadership



*“Make good people great and good organisations great”*



# Problem solving...my experience

**What's a problem...and how do we know we've got one?**

**Customers are not happy  
...and they tell us!**



But we also know we've got a problem because...

We see, feel and know when things are not right  
...we're skilled at our jobs



# So what can we do to stop problems?

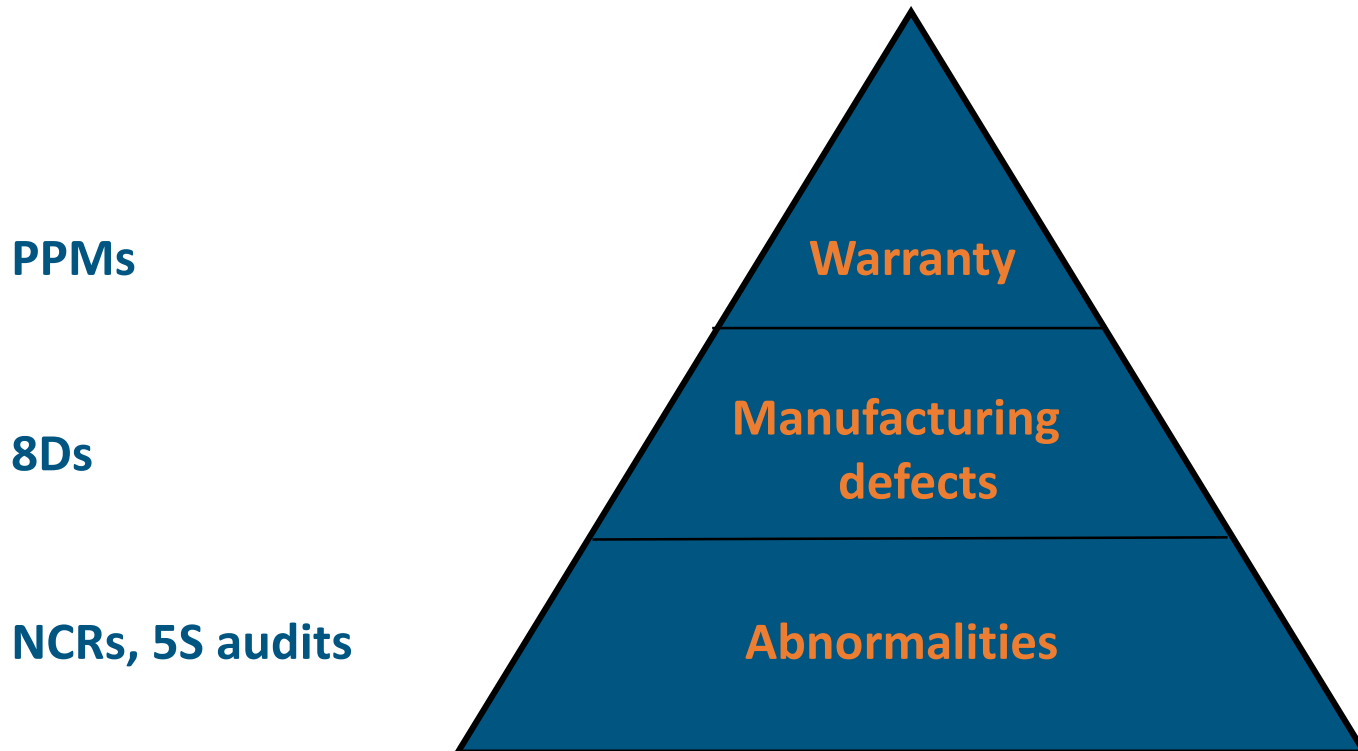
Research into accident prevention has shown a mathematical relationship between different types of problems



**...the ratios don't change and so to reduce the number of catastrophes we need to reduce the number of near misses**

# So what can we do to stop problems?

The same thinking applies to Problem Solving



**...to reduce the number of customer complaints we need to reduce the number of abnormalities**

# To reduce problems we need to...

## Sort out the abnormalities...the things we see, feel and know are not right





# And if we can't sort it then report it to someone who can



# And how do we know a problem is sorted?

## When it doesn't come back again...which means we must...

1. Understand the problem
2. Find the root cause
3. Implement a solution
4. Add controls to prevent recurrence

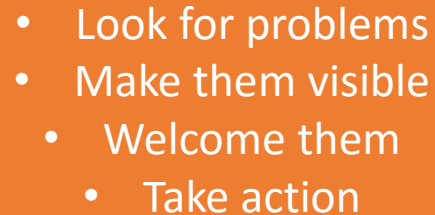


## Follow these simple steps and we'll be successful!

# Problem Solving starts with...

- **Sorting out the things we see, feel and know are not right**

- Don't wait for customers to complain
- Don't hide problems
- Don't be afraid of problems
- Don't walk by

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- Look for problems
  - Make them visible
  - Welcome them
  - Take action

- **If we can't sort it, then report it**



- **Taking simple steps to make sure the problem doesn't come back**

1. Understand it
2. Find the root cause
3. Implement a solution
4. Add controls to prevent recurrence



**Good luck with your Quality Week**

**I hope it delivers great results for  
you!**