

To: All Members in NR

2nd July 2021

E-Certification Program On Problem Solving Techniques

Friday, 16th & Saturday, 17th July 2021

Time - 10.00 a.m. to 1.00 p.m.

Online platform using WebEx

It has been our endeavor to provide valuable services to our members. In an effort to strengthen this further, ACMA (Northern Region) is organizing an **Two days E-Certification Program on Problem Solving Techniques** on Friday, 16th & Saturday, 17th July 2021 using Cisco WebEx platform.

Introduction and Course Overview

Problem solving and decision making go together. You cannot solve a problem without making a decision, Problems are integral part of the business- – be it manufacturing or service functions, in any organization.



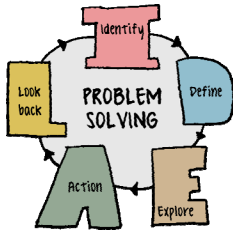
There are two main types of decision makers. Some people use a systematic, rational approach.

WHAT	<ul style="list-style-type: none"> What exactly is the problem? What are the facts? What would happen if no decision was made or action taken? What do I need to do to find a solution?
WHY	<ul style="list-style-type: none"> Why do I need to solve this problem? Why does the problem or opportunity exist? Why do I need to find a solution or way forward at all? What? When?
HOW	<ul style="list-style-type: none"> How will the decision be achieved? How can I make the decision? (or gathering?) How can I find the best? How can I implement the solution?
WHERE	<ul style="list-style-type: none"> Where will the decision be made? Where does it exist? Where should it exist? Why? Why?
WHO	<ul style="list-style-type: none"> Who should I bring together? Who should be involved? Who is affected? Who should be informed? Who, when? Who needs to be informed?
WHEN	<ul style="list-style-type: none"> When do I do this next step? When do we need to act? By when must I be finished?

Others are more intuitive. They go with their emotions or a gut feeling about the right approach. They may have highly creative ways to address the problem, but cannot explain why they have chosen this approach.



Because we cannot escape problems, the most powerful thing we can do is learn how to deal with them effectively and powerfully. This, in turn, guides us to intelligent responses and actions which inevitably lead to peaceful solutions, which then feeds our own empowerment.



We must go 'through' the problem to get out of the problem. We need to access our own emotions in relationship to the challenge and then drive them intelligently and appropriately.



The more unattached we are to outcome, the better chance we have of seeing a positive outcome. Through detachment, we view the situation with clearer eyes and an open heart. This, in itself is the first step to conflict resolution because we are actually laying the seed for the avoidance of conflict.



Problems and difficulties are often opportunities and lessons. Our personal power is directly connected to our ability to problem solve.

- 1) To stop learning is to start dying.
- 2) If we escape problems - we escape growth.
- 3) Any fault recognized is already on it's way to be corrected.
- 4) Conflicts are bound to be there; we need to focus on Conflict Resolution.

Some of the most common mistakes we commit while problem Solving are as follows:

- Not able to prioritize the problems
- Inability to understand and implement PDCA.
- Working on less important problems/ wrong problems
- Inability to define the problem - This at times is the most important aspect while problem solving
- Not collecting enough data/ Not collecting right data
- Jumping to Solutions
- Inability to actually carry out Root Cause Analysis
- And since very rarely we are able to reach out to the root cause of the problem, the solutions become superficial; Most of the times, the solutions get expensive and impractical
- The result is repetitions of problems.

What You will learn?

Implementation of this 7-step approach would help us in carrying out systematic Root Cause Analysis and then finding out right solutions for Problem Resolution.

The following Topics would be taken up during this 2-day webinar:

- What is TQM?
- What is Hoshin Kanri ?
- 2-Approaches for Problem Solving
- How to Prioritize Problems?
- Impact Difficulty Matrix; 4-Quadrant Matrix; ABC Analysis;
- How to Define a Problem : 5W1H
- QC Story
- How to carry out Systematic Root Cause Analysis: 5-Why
- 7- QC Tools
- PDCA
- CAPA
- Divergent vs Convergent Thinking
- 6-HAT Theory
- CFT and CFM Approach.

We shall use a good mix of the following:

- Practical Examples
- Case Studies
- Technical Videos
- Motivational Videos

The participants would be exposed to real life problems and they would be asked to carry out Group activity by undertaking one problem related to their areas and then applying the learnings to carry out systematic Root Cause Analysis.



Who should attend:

Senior and middle management level persons of Production, Production Engineering; Quality Control, Supply Chain; HR; Finance; IT and Marketing.

PARTICIPATION FEE DETAILS:

Category	Amount	GST	Total Amount
Members	Rs. 2,000/- per participant	18%	Rs. 2,360/-
Non-Members	Rs. 3,000/- per participant		Rs. 3,540/-

Note:- Companies has to pay the full payment in advance to register themselves for the competition through payment link given below

Online Payment Transaction -: <https://www.acma.in/payment-online.php>

While making the payment please put 0000 (Zero) in Tax Invoice No. column while processing for the payment. Please mail us the screen shot of the payment to cross check it.

Faculty - Mr. Ranjan Vasishtha B.E. (Mechanical), MBA

Mr. Ranjan Vasishtha, a Mechanical Engineer from BITS Pillani and an MBA in also holds Diploma in Management from IGNOU.

Mr. Vasishtha comes with over 42 years of rich experience in production, production engineering, supplier and dealer up-gradation and Training of Employees at all the levels. Ranjan has proven expertise in Lean manufacturing, kaizen and 5S and has been influential in helping many companies improve quality and increase levels of productivity using Lean Manufacturing System. He is empaneled as a Lean Manufacturing Consultant with NPC (National Productivity Council) and with QCI (Quality Council of India). Both these agencies are under MSME (Micro, Small and Medium Enterprises). He has experience and exposure at both India and Global level. He has worked with clients in India, Sri Lanka, Vietnam, Bangladesh and Europe.

The Confirmations can be sent-in through the attached "Reply Form". We look forward to the participation of member companies in large numbers.

Sd./-
Regional Secretary

Circular No. ACMA/NR/2021-22/8

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