

# PROBLEM SOLVING USING QUALITY TOOLS



## CUSTOMER SPEAK

- ♦ *"I still recall the wonderful sessions we had with you at the Aga Khan Hospital and still have your material on TQM."*

*Dr Lloyd Nazareth  
Wockhardt Hospitals*

- ♦ *"With the proactive and aggressive approach of 'Hindalco' for quality improvement, Qimpro's professional knowledge and expertise in the field of "quality improvement" helped the company multifold."*

*A K Agarwala  
Aditya Birla Management  
Corporation*

## LEAD FACULTY

*Suresh Lulla is a distinguished IIT Bombay alumnus who has made a mark as a consultant, coach, trainer and author. Through Qimpro Consultants, which he founded in 1987, he has helped organizations save Rs. 17,500 crores in cost of poor quality while delivering superior customer experience.*

In the current competitive environment, manufacturing, service and healthcare organizations are beginning to understand the power of using quality improvement as an effective strategy. Effective use of Quality Improvement Tools along with a Quality Improvement structured methodology, can deliver breakthrough results in terms of cost efficiency and customer satisfaction. The art lies in using the tools in clever multiple combinations for problem solving.

This three-day workshop enables participants to understand the fundamentals of problem solving and the underlying concepts, application and construction of ten quality improvement tools through appropriate examples. The workshop also includes a one-day multi-tool simulation exercise that provides the participants with practical experience on the application of tools, in a variety of combinations. This workshop has been customized for the manufacturing, service and healthcare sectors.

## SCOPE OF WORKSHOP

The scope for this three-day Problem Solving – Using Quality Tools Workshop will include:

- ♦ Problem Solving Overview
- ♦ 10 Quality Improvement Tools
  - ♦ Box Plots
  - ♦ Brainstorming
  - ♦ Cause-effect diagram
  - ♦ Data Collection
  - ♦ Flow Diagrams
  - ♦ Graphs and Charts
  - ♦ Histograms
  - ♦ Pareto Analysis
  - ♦ Scatter Diagrams
  - ♦ Stratification
- ♦ Multi-tool Simulation Exercise

## WHO SHOULD ATTEND?

- ♦ The workshop is ideal for three groups of six participants each, from the same business unit.
- ♦ In addition these participants should be familiar with key areas of concern of their business unit. Each group will be facilitated to adopt a problem within a specific area of concern.
- ♦ Class Size: 20-25

## POST-WORKSHOP IMPLEMENTATION SUPPORT

- ♦ Coaching teams on application of Quality Improvement Tools