

PROBLEM SOLVINGS FOR MANAGERS

Program Proposal | Gemba Solution Sdn Bhd



PROBLEM SOLVING FOR MANAGERS

Business Environment Change Customers today are better educated, travel more and expose to the new world order of virtual communication. Customers today have experienced better services. So, CSO play vital role; to ensure Customers satisfaction / happy, so that its get people/customers be more confident. Decision making must be based on VOC and customers Needs.



OBJECTIVE OF THE PS PROGRAM



To educate all relevant target in PS skills



To ensure relevant target 'make good' good decision making base on customers centric thinking/ correct



To make target well prepared and able to do analysis. Make proper improvement for excellence service of the organization

PROGRAM CONTENT

BASED ON PS/BEST PRACTICE APPROACH

IMPORTANT OF PS/BAA

- ROLE OF WP LEADERS
- GOOD PROBLEM SOLVERS
- STRONG WORKPLACE

QUALITY

- QUALITY MINDSET
- QUALITY KNOW HOW
- CUSTOMER ORIENTATION

PS/BP APPROACH

- PROBLEM IDENTIFICATION
- PS METHOD
- PS BY FACT/ DATA
- PS TOOLS/ METHODOLOGY

PS STEPS

7 STEPS APPROACH

PROBLEM SOLVING PLAN/ ACTIVITY

TRAINING PS **W1**
(ALL RM)

PS TOPIC SELECTION **W2**

PS TOPIC ON **W2 - W4**

PS SITE VISIT & COACHING **W5 - W8**

RESULT AUDIT **W9 - W10**

SITE PRESENTATION & RESULT EVALUATION **W11 - W12**

PROJECT BASED ON “CUSTOMER FIRST” PHILOSOPHY

Problem Solving 1

Grasp Customer
Needs



Problem Solving 2

Genba, Genchi,
Gembutsu



Problem Solving 3

Approach &
Strategy to Solve
and Countermeasure



Problem Solving 4

Apply Speed
(Date, Time, Quality) +
SOP



Problem Solving 5

Application at Work



Problem Solving 6

Post Evaluation



Problem Solving 7

Sustain for Next
Kaizen



CONSULTANT/ TRAINER

- i. Gemba Solution Sdn Bhd

TRAINING & CONSULTATION PACKAGE FEE

- i. To be Discuss

IMPLEMENTATION DATE

- i. To be Discuss