

INTRODUCTION

A problem is any performance other than desired performance at any given time. Solving is to identify and achieve a “state” where the above symptoms do not occur. Problem is the phenomena which is the hurdle between achievement and under-achievement, success and failure, Conforming and Non-conforming product and service, Meeting and not meeting Customer expectations, Making and not making profits. Unless we solve problems and overcome the hurdles, we will not reach our goals and our present and future will not be secure. That is why knowledge and application of effective ‘Problem solving tools’ & developing ‘Problem solving culture’ with high degree of ‘employee engagement’ are so critical.

The quantum of any problem should be expressed in one or more of the following ways – 1) How high – high cost, 2) How variable – delivery, 3) How many errors – defects, rework. Based on these information, you prioritize solving a problem.

Market size is not increasing, rather there is a huge demand fall in current situation. Every one is trying to grab a pie from the same size, and the pie is diminishing due to more and more competition, uncertain demand in the near future. This puts huge pressure on everyone to survive and grow. How effectively and how fast we prevent problems and solve problems when encountered and thereby enhance customer experience, will decide our today and tomorrow. Hence, it is the responsibility for all professionals in every organization to identify, measure, analyse, reduce and prevent Problems on priority, that affect Customer satisfaction and Business performance. It is all the more imperative today when many organizations are struggling for profitability and Government of India is prioritizing ‘Make in India’ for both local consumptions and global supplies.

Keeping this in view, Indian Machine Tool Manufacturers' Association (IMTMA) is organizing a 3 Hrs online programme on **Problem Solving Tools for Securing our Present and Future**.

FOCUS AREAS

- Definition of ‘Problem’ and ‘Solving’
- Why this program?
- How much an Industry loose?
- Examples of Problems – Business, Function, Process
- Problem identification – various sources
 - i. Basic QC Tools of Problem solving
 - ii. Check Sheet
 - iii. Pareto Analysis
 - iv. Brainstorming
 - v. Cause and Effect diagram
 - vi. Histogram
 - vii. Scatter Diagram
 - viii. Control Charts
- Why-Why Analysis, Tree Diagram, 5W1H
- 4M Analysis
- Problem solving – TPM way
 - Process Defect Matrix
 - P-M (Phenomena-Mechanism) Analysis
- Problem solving – Toyota way
 - Stop and Fix, Andon, Quick response team
 - 6 steps problem resolution cycle
 - Poka-yoke
- New Management Tools for Problem solving
 - Affinity Diagram method
 - Relationship Diagram method
 - Tree Diagram method
 - Matrix Diagram method
 - PDPC (Process Decision Program Chart) method
- SCAMPER – some creative Problem solving ideas
- Problem solving project management – 8D, Toyota A3, Project charter

KEY TAKE AWAYS

- Identify, define and prioritize problems
- Write SMART goals, develop Charter
- Learn various Tools and Techniques for Problem Solving
- Follow structured steps for Problem solving
- Use the training materials and various examples as reference and implement the tools

FEE PER PARTICIPANT (PER LOGIN)

Rs. 2000/-
+18% GST

IMTMA Members/ Micro Companies/ Individuals/ Educational Institutions / Students/ IMTMA Non Members/ Others

PARTICIPANT PROFILE

Engineers and Executives, Junior to Senior level Managers, HODs from all functions - Production, Planning, SCM, Quality, Maintenance, Manufacturing engineering, Design, Sales and Marketing, Finance, HR.
Faculties from academic institutes.

FACULTY

This Program will be conducted by **Mr Subrata Mitra Majumdar**.

Subrata Mitra Majumdar, is a Management and Operational Excellence Consultant and a faculty of IMTMA. He is a Mechanical Engineer from Bengal Engineering College, Shibpur”, Calcutta in 1986, Six sigma Master Black Belt, Lean Black Belt, TQM trained in Japan.

He has about 33 years of regional and global experience in multiple executive roles in Business management, Profit & Loss Management, Strategy, Operations, Quality, Safety and Environment Management, Supply Chain, New Product Development, Enterprise Operating system deployment, Operational and Business Excellence.

He has worked with both Indian and MNCs like Anand Automotive, ABB, Saint Gobain, TATA Autocomp, Kennametal and YG1. He has conducted training in India and outside – China, Singapore, Thailand, Malaysia, Japan, Korea, Taiwan, Australia, Israel, Germany. He has trained more than 3200 people so far in last 20 years and implemented TQM, Lean Manufacturing, Six Sigma at about 40 plants, 12 countries in Asia. Led, coached, mentored more than 1800 improvement projects that have generated financial benefits (Top and Bottom line) of more than 40 Million USD.

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