

MODULE	TOPIC	PROGRAMME OVERVIEW	OUTPUTS
<b>PROBLEM SOLVING</b>	<p><b>Disciplined Problem Solving Using AS13000</b></p> <p>1 day introduction or 3 Day practitioner courses available</p>	<p><i>Development of AS13000 and alignment to G8D</i></p> <p><i>Customer expectations for problem reporting and resolution using RCCA (Root Cause Corrective Action)</i></p> <p><i>Practical use of G8D Disciplined Problem Solving tools and techniques</i></p>	<p><i>Understanding of RCCA (Root Cause Corrective Action) – and a fully aligned process to the AS13000 standard for Customer, Supplier and Internal problems/rejections</i></p>
	<p><b>Quality Tools and A3 Reporting</b></p>	<p><i>Principles of Poke Yoke (Mistake proofing or Preventative action)</i></p> <p><i>Managing QMS Effectiveness and Process-level Performance using A3 &amp; QOS reporting</i></p>	<p>Understanding and routine use of A3 Reporting</p> <p>PDCA approach to improvement</p> <p>Data mining and analysis</p> <p>Brainstorming tools and techniques</p> <p>5 why's and Fish bone to determine the root cause</p>
	<p><b>Risk and Reward Projects</b></p>	<p><i>Following the development of a project charter including a problem statement.</i></p> <p><i>Deployment of an improvement project using appropriate CI tools and techniques to resolve the issue reference the Goal statement</i></p>	<p><i>A fully deployed project at no upfront cost to the company</i></p> <p><i>Results are paid for on completion of the project</i></p>