

Focus on Remedies, Not Faults.

Toyota Frontline Problem Solving Workshops Great Success

The first of a highly successful series of **Toyota Frontline Problem Solving Workshops** to be conducted in the NSW Region was held on 9 May 2008 at the Department of State & Regional Development in Parramatta, Sydney with overwhelming response.

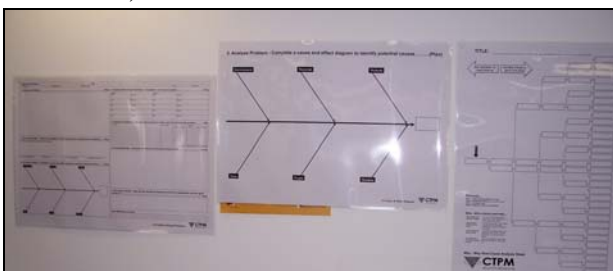
This newly developed workshop integrating interactivity and a “hands-on” learning approach has been an absolute hit since its recent addition to CTPM’s public training calendar, with multiple workshops selling out around the country.

Workshop participants included representatives from Sanitarium Foods, Sugar Australia, Boral Quarries, ABB, Bega Cheese and Norske Skog.

The highly interactive workshop is intended to provide participants with simple, yet highly effective tools and processes for solving everyday problems in the workplace. Participants were given the opportunity to bring their own workplace problem to the workshop or utilise a simulation to practice their problem solving skills.

During the workshop participants were guided through key activities such as:

- How to clearly define and identify frontline problems.
- Use of storyboards (A3) when analysing a problem.
- Tips and tricks for effective use of problem solving tools such as Cause and Effect Diagrams and 5 Whys Analysis (pictured below).



Above: Thinking caps on – it’s time to problem solve!

The workshop enables participants to learn how to create the framework to develop a frontline problem solving culture and develop frontline problem solving skills in their organisations.



"Identify your problems, but give your power and energy to solutions." -- Anthony Robbins

For more information about upcoming Toyota Frontline Problem Solving workshops or TPM³ - Australasian Lean, please contact Vince Agostino, CTPM Senior Navigator NSW on 0419 876 488, CTPM Australasia on 02 4226 6184 or visit www.ctpm.org.au.