

SOLVING CHALLENGING PROBLEMS (BREAKTHROUGH PROBLEM SOLVING - LEVEL 2)

Tuesday, 1st July 2008, 9am - 5pm

Venue: University of New South Wales, Kensington (map supplied to attendees)

The Pharmaceutical and Food Industries often faces difficulties in optimising their processes. Bring along one or two of your most challenging process problems, and we will explore new ways of resolving them!

The low hanging fruit of quality improvement has been harvested, SPC widely applied, yet every year companies lose thousands and often millions of dollars because processes are still running below optimum. The problems are often so entrenched that it is assumed that no further solutions are possible, and “it is simply the way things are.”

Dorian Shainin has developed over the last 50 years a set of problem solving tools unsurpassed in their ability to analyse and to identify the **critical to quality variables**, and get to the root cause of such challenging problems. The **Shainin tools** are not statically complex, can be used by shop floor teams, providing both discipline and a new window through which to view the problems (Keki Bhote, “World Class Quality”). The BreakThrough approach integrates the Shainin tools, with **problem and data analysis** approaches to provide powerful structure and set of tools to address challenging problems.

The approach includes:

- Use of the **structure tree** to understand the mechanisms behind the problem.
- How to establish clear, accurate and unambiguous **data**.
- Key Shainin clue generation tools where we “**Talk to the Parts**”
 - **Multivari** studies provide a wonderful tool where we “**Hunt for Patterns**” in the way the problem presents itself, and use these patterns to pinpoint the root causes.
 - **Paired Comparison** provides clues to the **root cause** by determining repetitive differences between pairs of differently performing products.
- **B vs C** trials provides a simple yet disciplined approach to establish the superiority of a new or better (B) product process over a current (C) one with a desired statistical confidence (usually 95%).
- **Precontrol** provides a simple, operator-friendly charting process, to lock in the good results, and help an operator control a process to a Cpk of over 1.5

Overall the BreakThrough problem solving road map provides problem solvers with a structured process to move through the fog of opinions and solve what seem impossible problems.

Workshop Facilitation

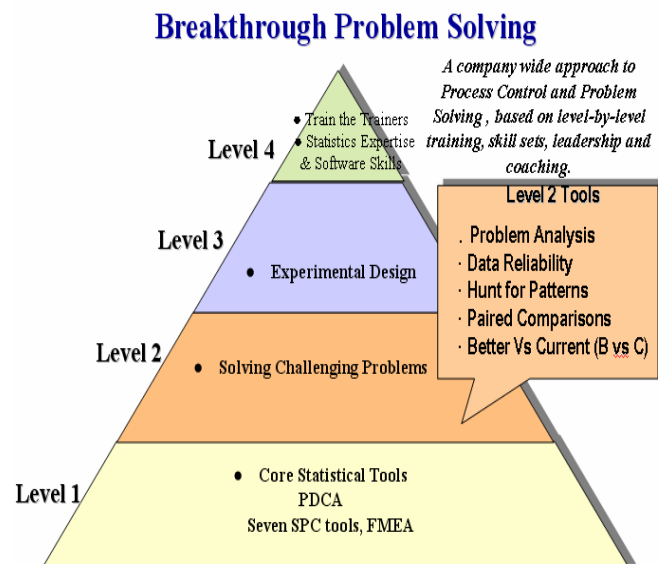
A roadmap on how to go about solving your most challenging problems will be provided, along with detailed handouts on all approaches covered. **If possible bring along two of your people so they can work together on an actual company project.**

The Workshop will be limited to 15 people.

Who Should Attend

Team leaders, Problem solvers, Six Sigma personnel, Quality Managers and Supervisors. Regulatory managers, Product Sponsors, Laboratory personnel. Attendees will accumulate credit points towards the University of NSW Graduate Certificate / Diploma in **GMP** program.

Sponsors



Advanced Manufacturing Centre Limited

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**Workshop: SOLVING CHALLENGING PROBLEMS
(BREAKTHROUGH PROBLEM SOLVING - LEVEL 2)**

Tuesday, 1st July 2008, 9am - 5pm

Venue: University of New South Wales, Kensington, Sydney

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Total Fee:

The registration covers all aspects of the workshop including refreshments.

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