

TOYOTA CULTURE



Problem Solving - The Key to Toyota Presented by Michael Hoseus

Problem Solving is the foundation of the Toyota Culture. The tools used by the Toyota Culture Production system are designed to identify problems. **Do you have systems and skills at all levels of your organization to solve problems?** The extent that you train and engage your organization in problem solving will ultimately determine your success.

This full day session is intended to engage team involvement in addressing specific company processes/issues.

- ◆ Solving Problems in a team – Group Facilitation Tools
- ◆ Most used Quality Tools, such as Check-Sheet, Pareto, and Tree Diagram PDCA – Plan-Do-Check-Act methodology, the framework of problem solving
- ◆ 8-Step method utilized by Toyota with interactive exercises including writing an A-3 problem solving report
- ◆ Learn by doing : Toyota Way problem solving tools, such as “Go and See”, “Breaking Down the Problem”, “5-Why Root Cause Analysis” and “Yokoten (Best Practice Sharing)”
- ◆ Guidance and coaching by Mike Hoseus throughout the problem solving process
- ◆ Learn how to complete, present, and give feedback on the A-3 problem solving report

Thursday, March 12, 2009

8:00 AM - 5:00 PM

The Abraham Lincoln-a Wyndham Historic Hotel

Teams up to 5 people—\$1500

(additional team members \$200/each)

Please contact Teri Wiley to take advantage of this great opportunity at 610-898-8387 or twiley@greaterreadingchamber.org.

Mike Hoseus is Executive Director for the Center for Quality People & Organizations (CQPO), an organization developed in 1999 as a vision of Toyota Motor Manufacturing to share Lean Quality philosophy and human resource practices.

Prior to CQPO, Mike was a corporate leader for over a decade at Toyota Motor Manufacturing in Human Resources and Manufacturing. His unique Toyota experience in manufacturing and human resources have made him our expert in the Human System for Corporate Culture Management.

He is a Toyota Certified Trainer in Global Problem Solving & Waste Reduction, Standardized Work and Kaizen Events. Mike co-authored *Toyota Culture* with Dr. Jeffrey Liker (author of the Toyota Way).

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