

# Center for Business Excellence

## Problem Solving with Mike Hoseus Author of *The Toyota Way*



**The Center for Business Excellence** presents **Problem Solving The Key to Toyota!** This three day event starts with an overview session followed by a two-day workshop to practice Problem Solving, receiving guidance and additional instruction from nationally recognized trainer, Mike Hoseus.

Toyota deemed “**Problem Solving**” as their competitive advantage and yet taking action to improve their ability in doing so is still a major priority in their organization. Mike Hoseus, co-author of *Toyota Culture* will review how Toyota establishes the culture for problem solving at all levels and the systematic process used by all levels and all departments of their organization. He'll also review the processes Toyota uses to not only sustain this problem solving culture but to improve it on a daily basis and how you can do the same. Mike is currently conducting this same workshop for Toyota around the globe!

### **Benefits of Attending:**

- Identify and respond to problems “as they occur.”
- Understand how Toyota’s system of problem solving is a dynamic process that continually improves itself, the people engaged in it and how to implement it.
- Assess the current state of your organization in establishing, implementing and sustaining daily problem solving essential for continuous improvement.
- Learn the role all levels play in the problem solving process.

### **Day 1 on June 22 - Problem Solving Overview Course Content:**

- Understanding Toyota’s Problem Solving process.
- Role and Use of A-3 problem solving report.
- Understand the prerequisites for establishing a problem solving culture.
- Understand the role of “standardization” and its relationship to problem solving.

### **Days 2 & 3 on June 23 and 24 - Problem Solving Workshop:**

- Learn Toyota’s systematic process: identify a problem, fix it and then keep it from coming back.
- Hands on team problem solving on the shop floor with real problems.
- Learn by doing, Toyota’s “go and see”, breaking down a problem and 5 why root cause analysis.
- Guidance and coaching by Mike Hoseus throughout the process.
- Learn to complete, present, and give feedback on the A-3 problem solving report.
- Learn to develop Managers to establish and nurture this system.
- Understand critical next steps for your organization.

***This program is eligible for Industrial Partnership Funding. Contact your local WIB to determine your eligibility availability of funds.***

### ***Problem Solving- The Key To Toyota***

***Three Day  
Training Series  
Taught by  
nationally  
recognized trainer  
Mike Hoseus***

### **Dates:**

June 22, 23 and 24,  
2010

8AM – 4PM (lunch  
included)

### **Location:**

Berk-Tek, A Nexans  
Company  
132 White Oak Road  
New Holland, PA 17557

### **Cost:**

\$5000 per company  
team of 4 people.  
Day 2 & 3 limited to  
24 participants.

### **Register or Questions:**

Contact Ellen Horan  
[ehoran@greaterreadingchamber.org](mailto:ehoran@greaterreadingchamber.org)  
or 610.376.6766.

**This Series is limited  
in registrations.**

**GREATER READING CHAMBER OF COMMERCE & INDUSTRY**

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