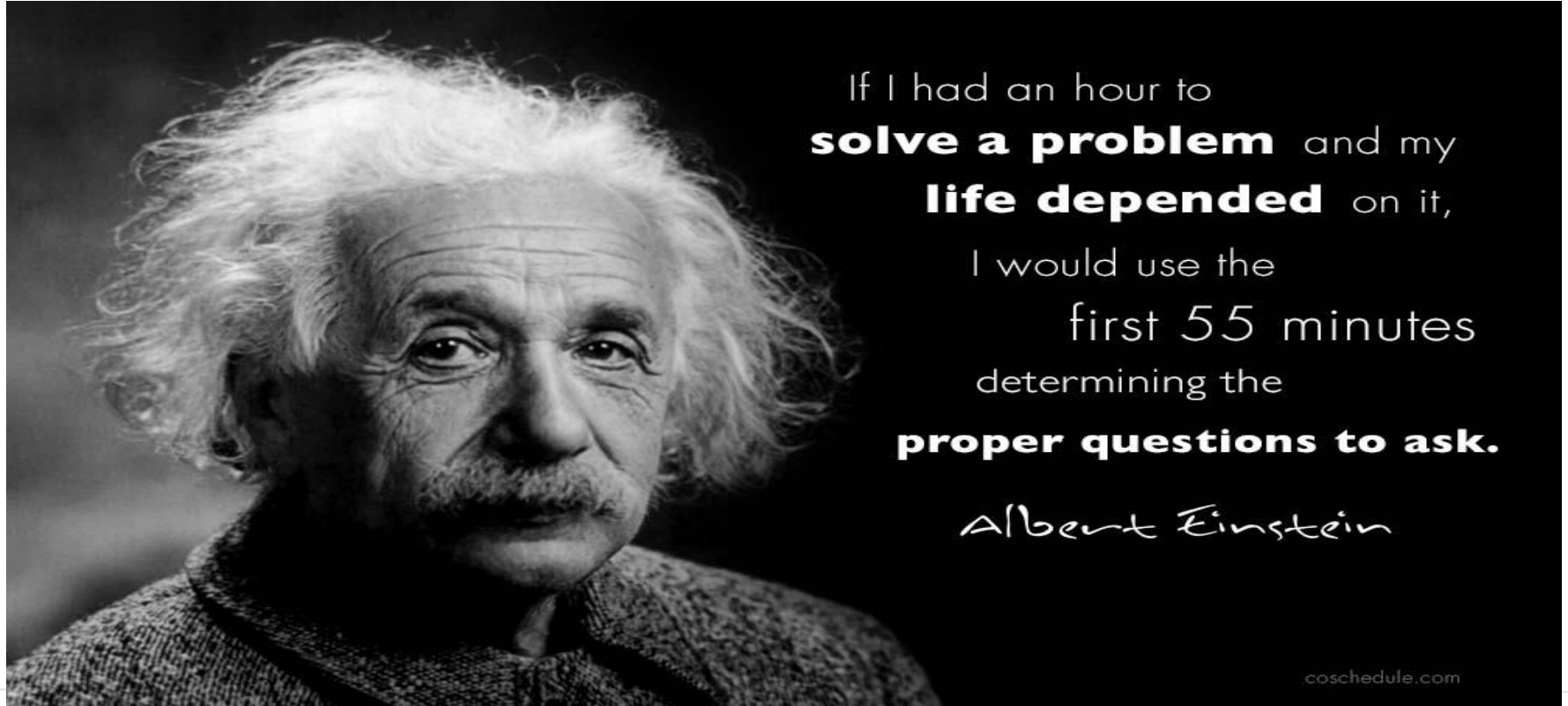


SMMT – Industry Forum

Problem Solving

The Importance of Effective Problem Definition

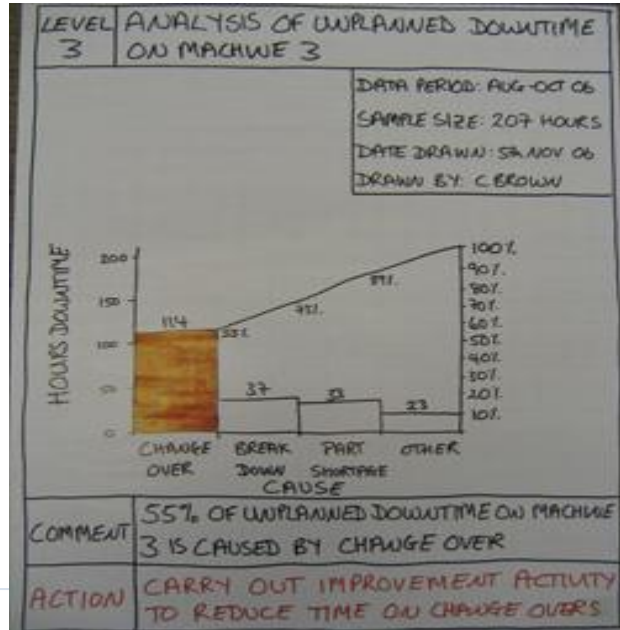
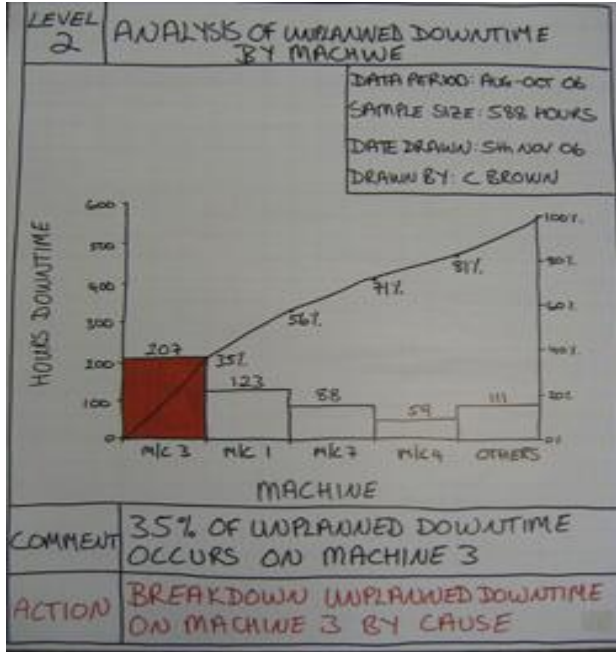
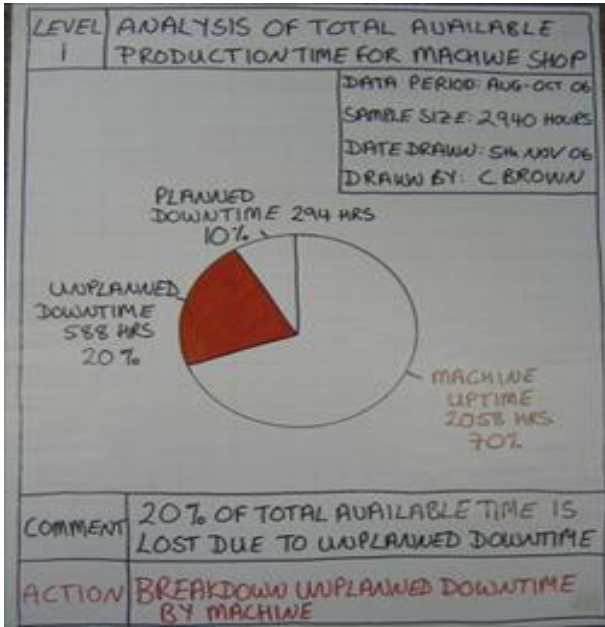


If I had an hour to
solve a problem and my
life depended on it,
I would use the
first 55 minutes
determining the
proper questions to ask.

Albert Einstein

coschedule.com

Data Trail Example



The Importance of Effective Problem Definition

Problem	Quantity	
	Tally	Total
<i>E.g. Nib does not latch out</i>	III	3

The Importance of Effective Problem Definition

Is / Is Not Example

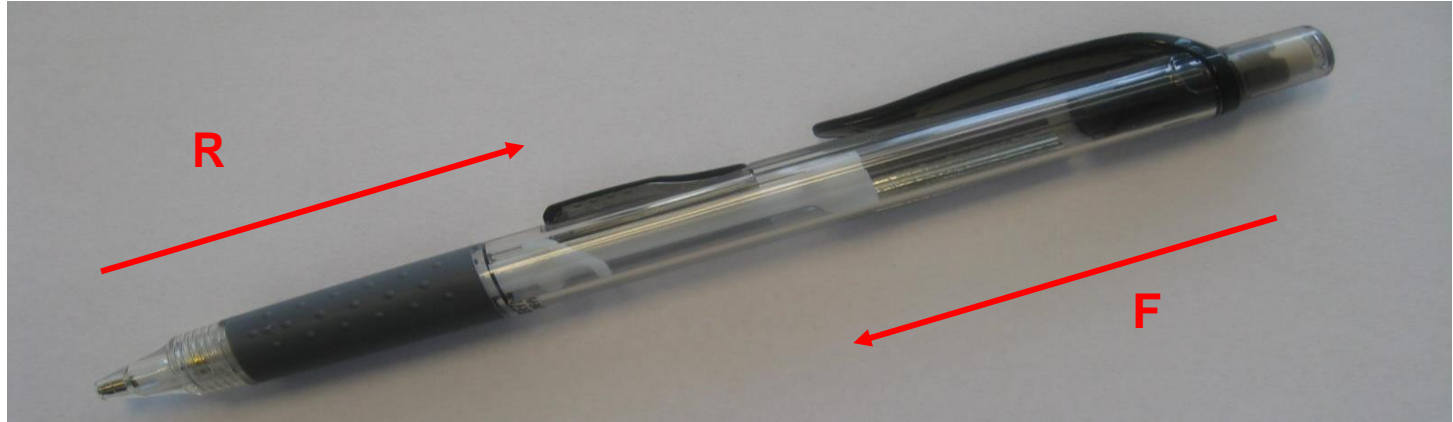
Symptom: 20 batches of Green pens will not fit in the box



	Is	Is not
What	Green Pens Pen is oversized	Red Pens, Blue Pens, Orange Pens Pen undersize
When	Today at 12pm	Yesterday, or before
Where	Packaging area Birmingham Depot	Manufacturing area Glasgow Depot or London Depot
Who	Packing Operator	Quality inspector, Customer
How	It would not fit in the box Box would not close	Detected by inspection process
Which	20 batches, multiple occurrences	Not random, not just one occurrence

The Importance of Effective Problem Definition

Functional Analysis



Suggest conditions that contribute to the nib not coming out of the pen

The Importance of Effective Problem Definition

Discussion

How good is your organisation, or supplier's organisation, at defining problems well before commencing root cause analysis?

What is the impact of poor problem definition?

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 Special Process: Coating System Assessment
 Special Process: Heat Treat System Assessment
 Special Process: Molding System Assessment
 Special Process: Plating System Assessment
 Special Process: Soldering System Assessment
 Special Process: Welding System Assessment
 Statistical Process Control
 Sub-Tier Supplier Management Process Guide

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