

Manufacturers
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Manufacturing Success



**Tracey & Ernie Richardson, Owners
Thinking Lean, Inc.**

Co-Authors

The Toyota Engagement Equation

How to understand and implement a continuous thinking environment for any organization.

Tracey Richardson has over 31 years of experience in Toyota methodologies including: Toyota Business Practices, Problem Solving, Quality Circles, Lean Thinking, Standardized Work, Job Instruction Training, Toyota Production System, Toyota Way Values, Culture Development, Visualization (Workplace Management Systems), Continuous Improvement (Kaizen), Meeting Facilitation/ Teamwork, and Manufacturing Simulations.

Ernie Richardson joined Teaching Lean as a co-owner after his retirement from Toyota . He has over 1,380 hours of classroom, practical training and Japan Gemba Training with a combined time of over 1-year total in Japan. Ernie worked at IBM for eight years before joining Toyota. Ernie is a Faculty member at the Lean Enterprise Institute and works with several different colleges across the U.S. with their Lean curriculums. He is on the faculty at Ohio State University helping facilitate their Masters Business Operational Excellence Program.

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7200A Windsor Drive
Allentown, PA 18106
(610) 628-4640

www.mrcpa.org/events

8-Step Problem Solving

March 10-11, 2020 | 8:30 am—4:30 pm

(Location)

Kitchen Magic

4243 Lonat Drive | Nazareth, PA 18064

In Toyota's culture the thinking is "Problem-Solving, Everybody-Everyday," meaning we empower employees to make a difference in their own work areas. This is a powerful paradigm shift in how we do business in today's industry. The 8-Step Problem Solving Process teaches how to unlock the extraordinary "brainpower" from everyone that makes the difference that can lead to improved company business indicators. It's not only a process the team members learn but really an "expectation" of their job to think about improvements and not become complacent in their actions. The process used to strengthen problem solving skills is called the 8-Step Problem Solving Process, some know it as TBP or Toyota Business Practices.

Outline (abbreviated):

Step 1 – Clarify the Problem (framing)

Step 2 – Breakdown the Problem

Step 3 – Target Setting

Step 4 – Root Cause Analysis

Step 5 – Develop Countermeasures

Step 6 – See Countermeasures Through

Step 7 – Monitor Process and Results

Step 8 – Standardize and Share Successful Practices

Target Audience: Operations Directors/Managers, Quality Managers, Line Leaders, Supervisors, and anyone in a leadership capacity

For Complete Details, Course Outline and Registration go to www.mrcpa.org/events

Cost: \$1090/person