

17th - 18th July 2017 (Mon-Tues)

Melia Hotel, Jalan Imbi Kuala Lumpur Malaysia:

NOW Anyone Can Attend Programs

Made it very affordable for you (HRDF Claimable)...
 International trainer with excellent expertise...
 Outstanding tools for Lean Business Practice...

A 2-day Professional Program on:

Lean Business Practice

Toyota Problem Solving Method Applied

OVERVIEW

In Toyota problem solving is called the Toyota Business Practice. Toyota recognizes that problem solving is the common link in all job descriptions at every level of the organization. The reason organizations exist is to solve our customer's problems with our product or service. Once we understand this fundamental truth then we can all get down to the business of solving problems internally so our customers benefit externally.

For years Toyota struggled to develop and spread a common problem solving methodology internally. As they grew into a global company each new location altered the basic PDCA method until there were many versions. In response Toyota developed the 8 Step method in order to advance a common language across all functions, Sales, Administration, Manufacturing, R&D, etc. and in all global locations. Now all Toyota team members in the world can be coached and they will coach others with one common method.

In this workshop we will explore the 8 Step method and learn how we can transform our organizations using similar thinking and actions. We will also learn to utilize the A3 format to tell our problem solving story. We will learn this method using written and video case studies.

Workshop Outline DAY 1

Lean Principles

In this section we will explore the foundational Lean Principles to set the context for problem solving and learn how aligning with the principles prepares the organization to launch the Lean Business Practice.

The Lean Business Practice

This section explores problem solving at 3 levels of the organization, Senior Management, Middle management and the Front Lines. We will understand how our roles in problem solving contribute to the development of a problem solving culture.

Mindset and Behaviors necessary for Problem Solving

In this section we will gain the understanding that we must develop the mindset and behaviors that will contribute to becoming excellent problem solvers and learners.



Who Should Attend ...

This course is designed for all Directors / Heads / Managers / Executives/ Staffs from all departments who strive to drive the company into a Global Success. Included but not limited to:

Operations
 Quality Management (QA/QC).
 Purchasing, HR's, Admin, Marketing and Sales,
 Process Improvement
 Continuous Improvement / Kaizen / Lean Managers

Engineering, Process Engineers
 Production, Planning
 Factory / Plants / Floor/ Cells .
 Facilities / Maintenance / Materials/
 Supply Chain and Logistics
 All cross-functional department's Managers and Staffs

When you are finished with this very interactive class you will have the tools needed to develop and conduct Lean Business Practice that will excite the workers and please the management.

Workshop Outline DAY 2

The 8 Steps

Utilizing case studies, we will learn how to use each step of the process to:

Clarify the Problem

Determine the gap between the current and desired situation
 Clear, concise, measurable

Break the problem down

Based on facts, break down the problem and clarify objectives
 Utilize proper division points to break down the problem

Set a target

Set clear and measurable targets that address the Gap

Understand root causes

Based on facts gathered through Go and See, keep asking "Why?"

Develop Countermeasures

Develop multiple solutions, choose the best one

Implement countermeasures

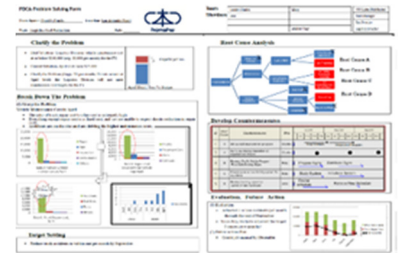
Plan and implement countermeasures

Check Results and Process

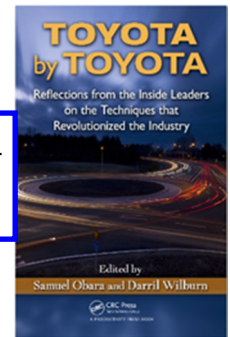
Evaluate from three key viewpoints: Customer's, Company, and Your Own

Standardize the processes

Standardize the successful processes and recognize those involved



Toyota by Toyota :
 Co-author and Co-editor
 by the Trainer
 Mr. **Darril Wilburn**



TRAINER'S PROFILE

Darril Wilburn

Managing Director-Honsha

Darril Wilburn was a leader in the development and implementation of some of Toyota Motor Manufacturing's highest profile leadership development programs. Darril led the Toyota Way 2001 (Toyota core values and principles) implementation at Toyota's largest manufacturing plant in North America.

Darril worked with The Toyota Institute in Japan to develop the Toyota Business Practice (TBP) leading the global pilot of this program as well as the North American Senior Executive sessions. While at Toyota, Darril studied the Toyota Production System as a student of OMDD, Toyota's internal Sensei group.

Darril was also part of the team that launched Toyota Motor Manufacturing Texas where he led the assimilation and training of new to Toyota management. As a Managing Partner at Honsha,

Darril has had the opportunity to work and teach around the world with both public organizations and private sector. Darril is a passionate teacher focusing on Lean Culture and the Principles of Continuous Improvement and Respect with organizations such as : →

Past Malaysian Clients that Have attended different programs organized by Expitris;

AIG Global Services (M)/S/B
 Western Digital (M) S/B
 Intel Technology (M) S/B
 Sony EMC (M) S/B
 Robert Bosch (M) S/B
 Perodua Sdn Bhd
 Samsung SDI Bhd
 CARSEM (M) SDN BHD
 Silverstone Bhd
 GE Malaysia Appliance S/B
 Etiqa Insurance & Takaful
 Felda Prodata Systems S/B
 Tenaga Malaysia Berhad
 ON Semiconductor (M)/S/B
 Universiti Teknikal (M) Malaka

Telekom Malaysia Berhad
 PETRONAS
 Digicert Sdn Bhd
 UEM SUNRISE BHD
 Sapura Machining Corp' S/B
 Proton Holding Bhd
 X-FAB Sarawak Sdn. Bhd
 Alliance Bank Malaysia Berhad
 Uni Asia Assurance Berhad
 PT SHELL INDONESIA
 Mercedes-Benz Malaysia S/B
 Tesco Stores Malaysia Sdn Bhd
 ... and many more.

International Clients:

Washington State Department of Labor and Industry
 MM Mars
 The Port of Seattle
 Nike
 The State of Arizona
 Milbank
 Carl Zeiss



Course Schedule:

09:00 to 17:00, inclusive 2 Tea/Coffee breaks and 1 buffet lunch for both dates.