

## **DATES**

**Jan 13 – Official First Meeting. Week 1**

**May 19 – Last week. Week 19**

**We will not meet again until Jan 13.**

## **GROUND RULES**

1. No Discussion of Solutions until Step 5 (Week 11).
2. Keep **ALL** members informed of any new information or ideas.

We will come up with more as a group at the appropriate date.

## **qforceone.com**

- Sign up and I will approve you.
- Read through the information already on the site.
- Check it before each meeting and at least once during the week.
- Use it to : **1. Ask for help. 2. Give help 3. Inform the group of new information or ideas you have. 4. Post your work. 5. Get the meeting agenda**

## **QUESTIONS?**

### **FINDING PROBLEMS**

#### **Finding theme candidates**

The theme is the single problem we will attempt to solve. First we must come up with a list of candidate problems to choose from. We have until our **3<sup>rd</sup> official meeting** to compile the list.

- Post your problem ideas in the ‘Candidate Problems’ section of the forum.**

#### **You can use these questions to help you identify a problem:**

- Does the number of workers match the workload?
- Is there a smooth continuous flow of work?
- Are there any bottlenecks?
- Is there any overburden or unnecessary effort?
- Is there any unevenness or inconsistencies in a process?
- Is there any kind of waste? Ex: waiting, overproduction, excess inventory, defects, unused talent
- Is the process mistake prone or error prone?

If you find a problem, try to think how the problem can be measured.

Think about what the ideal situation should be. (how things would be without the problem).

**That will identify the ‘gap’ that needs to be improved.**

Example problem areas (KPIs): Safety, Quality, Productivity, Cost, Morale, Environment