



# TOTAL QUALITY ASSOCIATES

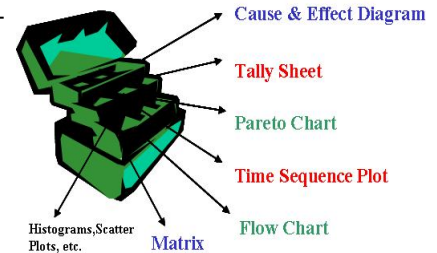
*Achieving Results through Business Excellence*

## **Problem Solving for Profit Improvement \$\$\$\$**

**Goal:** to increase the level of skill in applying the fundamental concepts, methods and tools of problem solving/process improvement so that participants can be more effective at root-cause resolution and have a greater ability to impact business performance.

### **You will:**

- Learn the “first principles ” for effective problem solving and the symptoms of poor problem solving.
- Understand the various nature of data and how to avoid common analysis mistakes.
- Build a toolbox for solving problems and supporting LEAN activities in your organization.
- Expand your process management & process improvement methodologies.



### ***Expected outcomes (from application of learning ):***

- √ Better business results.
- √ More effective and efficient in resolving issues related to supplier performance, internal operations and customer complaints.
- √ Increase your capability to support Kaizen and Lean projects.

**This is a highly interactive workshop for 1 or 2-days (depending on desired depth of coverage). The instructor has over 30 years of hands-on experience in problem solving and process improvement. As an inter-divisional corporate consultant, he was requested to work with numerous business operations to help solve problems and improve processes, often under critical circumstances.**

Contact us for workshop structure, cost, dates and in-house options.

Gary J Nader, Principal Consultant  
Springfield, MA  
Hallandale Beach, FL

Phone: 413.244.5504  
gjnader@totalqualityassociates.org  
www.totalqualityassociates.org

