



TYGES®

Industrial Business Unit
Executive and Professional Search Firm

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LATEST NEWS FROM TYGES INTERNATIONAL - INDUSTRIAL BUSINESS UNIT

Structured Problem Solving

By: Steve Sanders - VP/GM of Industrial Practice

Albert Einstein said, "We can't solve problems by using the same kind of thinking we used when we created them." It's really an interesting observation if you think about it. Kind of like the whole definition of insanity right there. Everyone and every organization has problems of some sort or another. Most of them don't require much thought to fix but some of these problems encompass multiple groups or make such a big impact that they must be solved if the organization is going to move forward. Most people don't realize that there are methodologies for problem solving that teams can use to identify the root cause(s) of a problem and make changes so that the issue never happens again.

Here at TYGES, we recently spent a day being trained in the A3 problem solving methodology. I have some background in manufacturing so I had been exposed to various types of structured problem solving approaches in the past but the A3 process seems to be a cohesive approach that allows a team to use the various analysis tools to find the root cause(s) of an issue and put together a plan to make changes so that issue never occurs again. The A3 process is simple. It follows a 7 step process:

- 1.) Define the problem (start with a concise problem definition)
- 2.) Develop possible causes (sort out a range of possible causes)
- 3.) Select root cause(s) (sort out the one true cause)
- 4.) Develop solutions (sort out a range of possible fixes)
- 5.) Implement solution (implement the most likely fix)
- 6.) Verify Effectiveness (return to step 2 if the solution is not effective)
- 7.) Follow up/Standardize (make the solution our accepted practice)

The benefits of a structured approach like this are many. It gives us a framework to work as a team on problems that are bigger in scope than any one person can handle alone, helps us to discover the true root cause(s) that are systemic, drives us to a standardized countermeasure that can be evaluated for its effectiveness and shortens the debate time so that we reach consensus quickly.

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Over the next few months, we are going to implement some of these ideas and hopefully find ways to improve our processes as a result. If you think there is interest in learning more about A3 problem solving I would encourage you to explore this website which provides a nice overview of the A3 process: <http://www.coe.montana.edu/ie/faculty/sobek/a3/>

ACTIVE JOB OPENINGS:

- General Manager - Responsible for leading a distribution/OEM business focused on sanitary equipment - Dallas, TX
- General Manager/Plant Manager - Responsible for leading an OEM business focused on engineer to order/make to order industrial equipment - Buffalo, NY
- Human Resources Generalist - Responsible for corporate recruitment effort - Philadelphia, PA
- Mechanical Engineer - Responsible for leading product development for rotating equipment/thermal equipment - MA
- Account Manager/Regional Sales - Work from home office selling parts/service for industrial equipment - Mid Atlantic

Please note: I want to direct you to a blog that our firm started the first of 2014: www.reinventingrecruiting.com. It deals with a multitude of topics and I encourage you to follow it and make comments or ask questions. Please check the blog out and follow us to receive some great content and give you the ability to actively interact with discussions.

Should you be interested in learning more about any of our current job openings or Impact Players, please contact us at caroline.mutch@tyges.com. We look forward to working with you in the future.

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