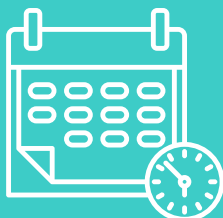




Training Programme Outline

Problem-Solving Using the Deming Wheel—PDCA Cycle



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SYNOPSIS

This comprehensive training programme equips participants with a structured, universally applicable approach to problem-solving using Dr. W. Edwards Deming's PDCA Cycle. Rooted in continuous improvement philosophy, the programme integrates the foundational seven Quality Tools directly into each PDCA phase, providing a practical methodology for tackling challenges effectively.

Participants will learn to systematically define problems, analyse root causes using powerful visual tools, develop and implement solutions, and monitor results for sustained improvement.

TRAINING OBJECTIVES

Upon successful completion of this programme, participants will be able to:

1. Explain the Deming philosophy and the purpose of each stage in the PDCA cycle.
2. Apply the seven Quality Tools appropriately within the relevant PDCA phases to solve problems.
3. Define problems clearly, establish measurable improvement goals, and collect relevant data.
4. Utilise Pareto Analysis and Cause-and-Effect Diagrams to systematically identify and verify root causes.
5. Develop, select, implement, and monitor effective solutions using PDCA.
6. Quantify improvements in financial, operational, and cultural terms.
7. Standardise successful solutions and identify opportunities for continuous cycles of improvement.

TRAINER

Temen Ganoo, BSc Chem Eng., MBA, CQM, is a visionary trainer with more than forty years of global corporate leadership (UNESCO-recognised operations), academia (86% satisfaction), and consultancy. He transforms theory into action, proven by turning around businesses and boosting productivity by 40%. His practical programmes equip professionals with immediately applicable skills to solve real workplace challenges.

Problem-Solving Using the Deming Wheel—PDCA Cycle Training Programme Outline

SESSION1– 3Hours	
10Mins	Introduction to PDCA
30Mins	1. Problem-Solving Culture
	2. PLAN
30Mins	➤ Identify and Define the Problem
20Mins	Tools: 5W1H
15Mins	TEA BREAK
15 Mins	➤ Collect Data
25 Mins	Tools: Check Sheet, Scatter Diagram & Histogram
35 Mins	Mini-Workshop: Design a Check Sheet

SESSION 2 – 3 Hours	
	3. DO
10Mins	➤ Analyse the Problem and the Root Causes
40Mins	Tools: Pareto chart & Cause-and-Effect Diagram
40Mins	Mini-Workshop: Fishbone Detective – Tracing Problems to Their Source
15 Mins	TEA BREAK
10 Mins	➤ Generate Potential Solutions
30 Mins	Tools: SCAMPER Brainstorm Technique
10 Mins	4. DO: Choose a solution
15 Mins	Tools: Criteria/Score Table
10 Mins	➤ Implement the Solution

Problem-Solving Using the Deming Wheel—PDCA Cycle Training Programme Outline

SESSION 3 – 3 Hours	
10 Mins	5. CHECK
20 Mins	➤ Monitor Results
20 Mins	Tools: Control System, Control Chart and Run Chart
40 Mins	Mini Workshop: Control Chart Detective
15 Mins	TEA BREAK
10 Mins	➤ Evaluate Effectiveness
25 Mins	Set Key Performance Indicators and Standards
40 Mins	Case Study: Tracking Improvement Over Time

SESSION 4 – 3 Hours	
20 Mins	6. ACT
30 Mins	➤ Standardise
40 Mins	Technique: The Implementation Method
15 Mins	TEA BREAK
40 Mins	Workshop: Scaling a Pilot to the whole company
25 Mins	Presentation
10 Mins	Q & A

List of Training Programmes

SN	List of Training Programmes	Duration
1	Analytical Power: Master Skills for Smarter Decisions	6 half-days
2	Change Mindset	2 half-days
3	Control and Improve Quality Product	3 half-days
4	Conflict Resolution	1 half-days
5	Essentials of Leadership	6 half-days
6	Essentials of Operations Management	6 half-days
7	Essentials of Project Management	5 half-days
8	Interpersonal Skills	5 half-days
9	Initiation of A Leader	3 half-days
10	Leading Organisational Change	4 half-days
11	Manage My Work	2 half-days
12	Productivity Management	4 half-days
13	Professional Behaviour & Work Ethics	2 half-days
14	Problem-Solving Using the Deming Wheel: PDCA Cycle	4 half-days
15	Staff Development	4 half-days
16	Strategic Thinking – developing creativity /intuition/ critical thinking	3 half-days
17	Team Building and Teamwork skills for Effectiveness	2 half-days
18	Time Management	1 half-days
19	QCC Training Programme for Circle Leaders Members	4 half-days

Real challenges
require real skills

Theory ends here,
**Application
begins now.**



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