



simplifying Problem reporting and analysis

SERVICES

DEVELOPMENT

Standards and expectations; mechanism for collecting, prioritizing and analysis of data, communications plan

MANAGEMENT

Deliver awareness sessions, review data, prioritise actions - root cause analysis, investigations, trend analysis and communication of pinpointed changes required

ADMINISTRATION

Database access, data review, metrics, and progress against strategy

PROJECT MANAGEMENT

Design and development of plan for successful introduction of problem reporting

SOLUTIONS THAT WORK FOR YOUR BUSINESS

What gets reported now is only the tip of the iceberg. Your workplace is a complex area and it's inevitable that people will make errors isn't it? Tom, Dick and Harry have a good feel for the *things that get in the way of them doing a good job in their workplace;* but each has a different manager so their individual problem report appears to be a 'one-off'. Setting up a problem reporting database and using the data to define whether there is an organisational, system or process problem. *(70-84% of errors are process, system or organisational)*

Toyota, Westinghouse and other manufacturers have used a similar corrective action/problem solving mechanism to cut seconds from their production line time – for them a big local and financial achievement..

What causes your staff to have problems? Are your people involved or do they just turn up? Do departments share learning and experiences? Is it always someone's fault when things go awry? Do actions get followed up? How do you know?

Shouldn't you consider our problem reporting and analysis mechanisms?

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