

SYSTEMATIC PROBLEM SOLVING

VIA SIX SIGMA METHODOLOGY

Ploypilin Pribwai / Certified Six Sigma Black Belt



Today Agenda

Lean vs Six Sigma 1

2 4 Steps Approach of Problem Solving

3 Breakout group workshop

Sharing from Seniors 4

“What’s imperative of problem solving skill?”



KEEP YOUR MICROPHONE ON MUTE



Reduce background noise and distractions.

Microphones can pick up background sounds that may not bother you but may bother your classmates and teacher. If you want to say something in class, raise your hand and wait for the teacher to acknowledge you before unmuting.

BE RESPONSIBLE IN THE CHAT BOX

Use the chat box for class-related matters only

Only the chat feature for things related to your lessons and as instructed by your teacher. Also, reading something is not the same as hearing it, so think carefully before sending questions or comments.



BE FULLY PRESENT


Pay attention and participate actively.

Don't play games on your phone, check your social media or watch videos. Focus on your lessons, take notes and participate in class. Also, avoid constantly moving away from your study area because that may be distracting to your teacher and classmates.

REMOVE DISTRACTIONS

Treat online class time as "real" class time.

Find a quiet space for class. Turn off the TV or any music in the background. Keep mobile phones on silent and away from you. Don't eat or drink during class to avoid distracting your teacher and classmates.



Get to know Co-Facilitator

Name

Student ID Number

Service Year

Job Position



Operations



Nuttavut Intarod
Deputy Director -
Sustainable
Development, SCG



Pichaya Plisak
Site Manager



Natpimon Siangdi
Testing Engineer

Business Owner

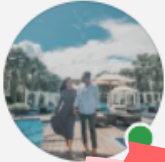


สิทธิพรชัย รัตนะ
Strategic Business
Advisor



Thanapong Sydney
Managing Director

Sales Training



Jidapa Celestra
Sales Director



Ploy Plu Ploen
Six Sigma
Black Belt

HR & Coach



Tarniez
HRD Supervisor



เกษราภรณ์ อังค์โค
Action Learning
Coach

What is your challenge to solve a problem?

อะไรคือความยาก ความท้าทายหรืออุปสรรคในการลงมือแก้ปัญหา



PROBLEM SOLVING BY SIX SIGMA WAY



Breakout Group Workshop

by random 5 people/group

- Work in your group project
- Brainstorm to identify potential root causes
- Brainstorm to develop solutions
- Report out



10+10



Case study 1

ในฐานะผู้จัดการสาขาปัม

- เด็กปัมเติมน้ำมันผิดชนิดจากดีเซลเป็นเบนซิน

Case study 2

ในฐานะเจ้าของร้านค้า

- ร้านค้าใน Lazada ส่งสินค้าไม่ครบจำนวน

Case study 3

ในฐานะผู้จัดการสาขา

- McDonald ยอดขายลดลงเพราะลูกค้าไม่พึงพอใจที่รอออเดอร์นานในช่วงเที่ยง

Case study 4

ในฐานะผู้จัดการสาขา

- Kerry มีจำนวนออเดอร์เยอะขึ้นในช่วงโควิดเพราะคู่แข่งไม่สามารถให้บริการได้

Case Study

1 for Group 1 & 2

2 for Group 3 & 4

3 for Group 5 & 6

4 for Group 7 & 8

Sharing from Seniors

พี่ไอ

พี่รถ

มะพร้าว

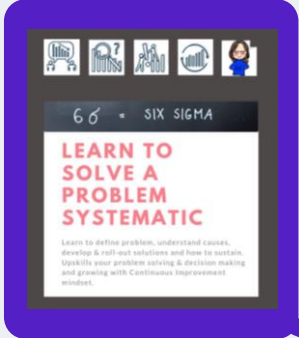
พี่เปา

พี่ Sydney

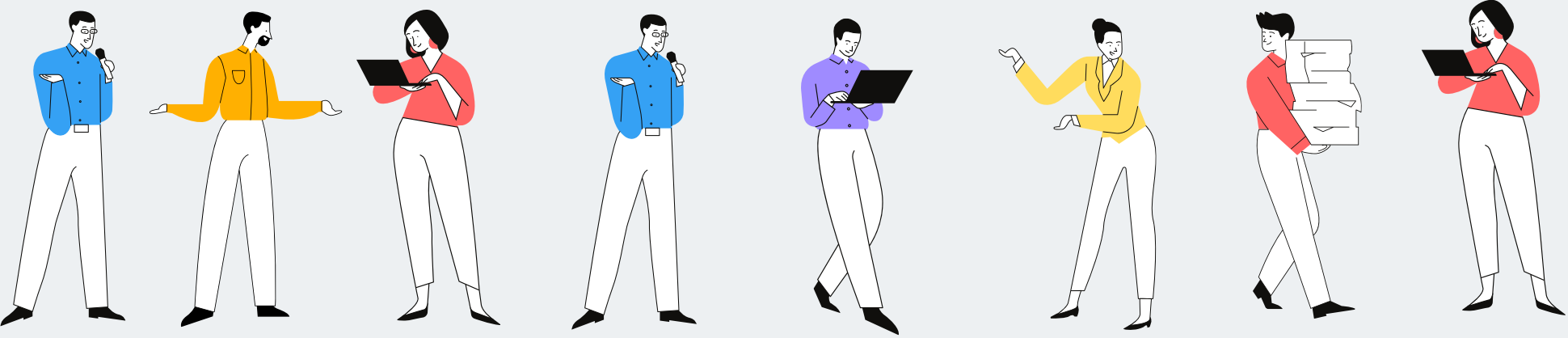
พี่ดวง

พี่ตาล

พี่แก้ว



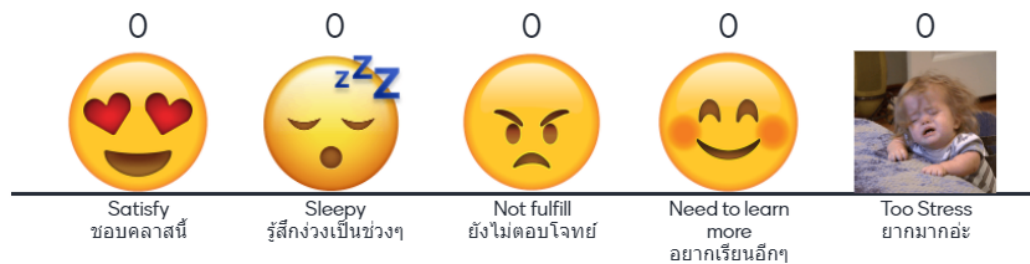
What is the imperative of problem solving skill?



Go to www.menti.com and use the code 9655 1966

Which emoji represents you at the end of the work day?

Mentimeter



Press S to show image

