

## ***Update: Frontline Problem Solving & Daily Review Process Learnings***

CTPM's 7 Step Frontline Problem Solving methodology which is based on Toyota's P-D-C-A model, has evolved over the past 5 years and is now generating impressive results.

### **How has Frontline Problem Solving Developed?**

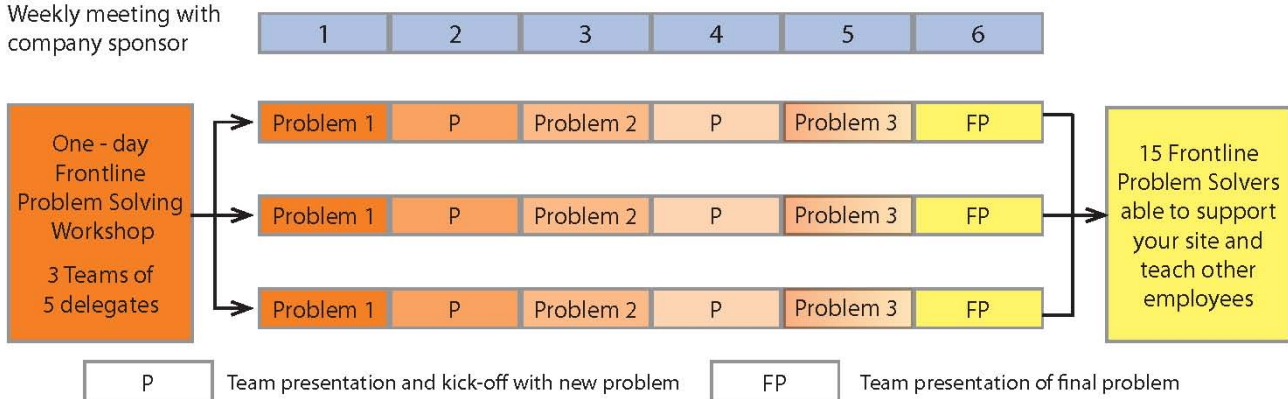
We developed Frontline Problem Solving following a request from one of our key clients some 5 years ago and have been refining it ever since (on-going improvement).

We have now introduced it to many of our clients and conducted a number of successful public one-day workshops. Our key learnings have been focused on how best to lock in the learning so this very powerful improvement tool becomes the way reactive problems are addressed.

A key breakthrough came when we developed our 7 week Development Program consisting of a one-day workshop and 6 two-hour weekly follow-up sessions to allow participants to work in teams of 5 and address 3 Frontline Problems or Incidents over the 7 weeks so as to lock in the learning.

### **Deployment Model**

Weekly meeting with  
company sponsor



The methodology recognises that there are 2 steps involved in addressing incidents in the workplace. Firstly, address the problem and get the workplace back to normal condition. Secondly, and this is where the Frontline Problem Solving process fits in, address why the incident occurred and take corrective action so that it doesn't occur again.

### **New Learning**

The 7 Step process has proved to be very robust for use at all site levels, however most sites don't have an effective medium to take full advantage of the process. The new learning has been that Frontline Problem Solving is best initiated at a Daily Review Meeting however we have found that a lot of sites have poorly run Daily Review Meetings.



## Do you need to enhance your Daily Review Process?

As an outcome of this new learning, CTPM has developed a **Special Micro Focused Process Improvement – Daily Review Process Team Member Manual** to allow sites to establish a team to review their current daily review process and, based on best practices, develop a daily review process that best suits their site's needs along with incorporating an effective prompting and management process for Frontline Problem Solving.

## What does this mean?

At one site in Sydney which recently completed the 7 week Frontline Problem Solving Development Program, one of their teams solved a problem which saved the site over \$110,000 annually, not to mention the savings from the other 2 teams.

At a Container Port facility which recently completed the 7 week Frontline Problem Solving Development Program one of their 4 teams solved a problem which saved the site over \$500,000 annually, not to mention the savings from the other 3 teams.

***For more information about CTPM's Frontline Problem Solving or our Daily Review Process methodologies please contact your CTPM Navigator or CTPM Head Office on +61 4226 6184 or email to [ctpm@ctpm.org.au](mailto:ctpm@ctpm.org.au).***