

For Information Technology technicians, engineers, managers
and their customers.

Your IT Disruptions Take Too Long To Fix?
AJA offers a proven cost-saving workshop:
Problem Solving In Information Technology

*We provide an effective and efficient problem solving process
guided by principles and rules.*

An interactive 1½ Day Workshop to deliver rapid response to,
quality fixes of, and defense against critical IT problems and
service disruptions.

Contact Us



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Using 8-D Problem Solving In Information Technology

Why?

Daily Information Technology problems grow more convoluted as IT apps proliferate throughout the organization. There are much more than simple issues, such as recovering missing email, at stakethe very profitability of a quarter or even of a year can be wiped out by a critical adverse IT event involving many departments.



How?

A classic Problem Solving methodology called 8D, for 8 Disciplines, has a long track record of success in finding the source of complex manufacturing problems and paths leading to both short-term containment and long-term corrective action. Application of this 8D methodology to IT Problem Solving is the way of the future.

“The payoffs are huge. IT organizations are beginning to invest in such training.”



Recent Comments

“Great workshop. I now look at problems as an opportunity to permanently fix systems.”

“In 3 hours after applying this method we solved a problem that was outstanding for 2 weeks.”

“It only took us one day to validate the corrective action solution that we got in the workshop.”

“The root cause analysis clicked for me yesterday. I will use some of the powerful analysis tools to leverage the technical side of things.”

“Six months after the workshop and the process is a part of the way we do things.”





MODULES

1. Tailoring the Workshop	5. The 8 Disciplines (8D) for Problem Solving
2. Organization Drivers	6. The Problem Solving Toolbox
3. History of Problem Solving	7. Tips and Pointers for Successful Outcomes
4. Elements of Objective Investigation	8. Applying the Knowledge to Real Problems

BACKGROUND

1. Tailoring the Workshop



- We interview your staff and managers before the Workshop to
 - Determine your needs and together define your expected results
 - Choose your current problems for attendees to solve in the half-day part of the Workshop
 - Learn how your company's culture and climate affect your approach to problems
 - Adjust our materials to fit your specific work and concerns

2. Organization Drivers



- We start the Workshop discussing how IT supports the enterprise, your roles, and the rules you must live by.

PROBLEM SOLVING

3. History



- From individual to team methods
- Deming and other influences
- WW II impact
- Real examples and consequences

4. Elements of Objective Investigation



- Knowledge of subject matter / skills
- Creative thinking
- Statistical thinking
 - dealing with the unpredictable
- Statistics & data analysis
 - application vs. academic

5. The 8 Disciplines

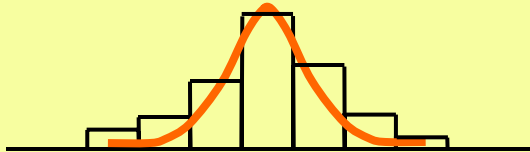


- Difference between disciplines and steps
- Team approach: roles of leader, sponsor and member
- First focus on problem containment
- Then on permanent solution

TOOLS AND TIPS



6. The Problem Solving Toolbox

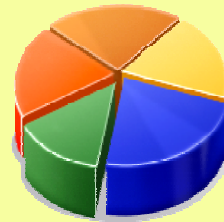


- We provide Tools for
 - exploring ideas
 - data collection and tests
 - seeing correlations
 - organizing data
 - turning data into information
 - documentation and communication

7. Tips and Pointers for Successful Outcomes

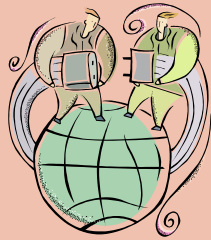


- What works
- Hints and shortcuts
- Traps, dead ends, and expensive mistakes to avoid



THE WORKSHOP

8. Applying the Knowledge to Your Problems



- Presentations and Commitment to Follow-through



- Breakout sessions to solve real problems using 8D lessons
- Ideally three teams of 5 to 7
- At least one new problem
- At least one old one not solved properly
- Each team presents work and follow-up planning for critique by all
- Documentation

Contact Us

Let us tailor a high output workshop to your immediate and long term needs.

For more information and to discuss call:

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or

email us about “8D for IT”

info@jonathassociates.com

For other services visit

www.jonathassociates.com