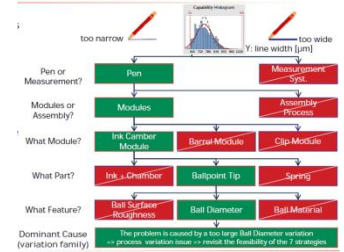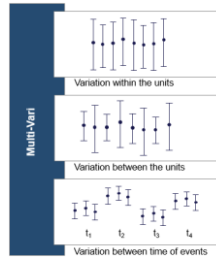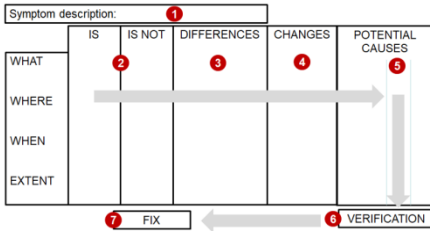# Diagnostic Quality Problem Solving (DQPS)

**Strategies, search tactics and simple tools for solving technical quality problems**



## Your situation

The reduction of error costs, especially in the areas of quality control, process diagnosis and production monitoring, pays off directly and often considerably on the profit. This potential is rarely exploited. This is often due to the resource and time expenditure of traditional, blind testing & error methods.

Are you familiar with this problem?

What happens, if you accept this actual condition with the quality problem solution? Is there a danger that profits will fall further over time? What would you gain if you could shorten the problem solving time by a factor of four and eliminate 90-100% of the causes instead of the usual 20-50%?This gain can be expected if you add diagnostic strategies and search tactics to your portfolio of problem solving tools and methods.

## Our goal for you

You are able to approach complex quality problems in a structured way, so that you can explain all observed symptoms from a causal diagnosis with the help of effective technical diagnostics.

## What you will take with you from this seminar

You will learn to observe the symptom, categorize and define the problem crystal clear, think strategically, apply cutting principles to focus the search. In each phase of the search, they learn to re-evaluate the situation and its tactical consequences. Using simple, mostly graphical tools, you can quickly identify the cause(s) of a complex quality problem.

Each strategy and method is described in detail. The concrete implementation is explained to you on the basis of practical examples. For each tool, the possible applications in your own company are discussed.

## Target group:

Managers and employees who deal with the further development and quality improvement of products and processes in the company.

## Content

- *Idea and basic approach of the DQPS method*
  - *Six diagnostic strategies*
- *Focused problem definition*
  - *problem types*
  - *Actual / Actual Not Description*
- *Strategically converging issues*
- *DQPS Roadmap*
- *Testing the measuring system*
  - *Graphical method*
- *multi-vari image*
  - *Identify families of variations through graphical analysis*
- *concentration diagram*
  - *Identification of patterns or accumulations of defects within units / parts*
- *Pairwise comparison*
  - *Identification of the relevant factor without dismantling the products*
- *component exchange*
  - *Identification of faulty components*
- *process parameter search*
  - *Separation of important from unimportant process parameters*
- *exchange of variables*
  - *Effective sorting of a large number of causes*
  - *Quantification of main and interaction effects*
- *Full-factor experimental design*
  - *Optimization and tolerance assignment*
- *A to B Analysis*
  - *Confirmation of the optimum parameter settings*
- *Application in your own company environment*

**Duration**: 2 days

**dates:** see www.six-sigma-europe.com

**Price:  950,00 EUR**, incl. documents and catering

**Registration form on page 2 or**
**Register online at www.six-sigma-europe.com**

**Also available as in-house training.**
**Price for in-house training on request.**

# Registration form

**per Fax:+49.221.77109.31**
**per Mail: office@six-sigma-europe.com**

Contact address

SIXSIGMA Europe GmbH
Theodor-Heuss-Ring 23

D-50668 Cologne
Call +49221-77109 560

|  | 1. Participant | 2. Participant | 3. Participant |
|---|---|---|---|
| Name/first name | _____ | _____ | _____ |
| Position | _____ | _____ | _____ |
| Company | _____ | | |
| Street/PO box | _____ | | |
| Zip code/Village | _____ | | |
| Fon/Fax | _____ | | |
| E-Mail | _____ | | |
| Date | _____ | | |
| Signature | _____ | | |
| Contact for | _____ | | |

**billing address:**_____

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| Registration for the following courses | | |
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| Training | Date | Village |
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## Further information

**Terms of payment:** The participation fee is due upon registration. It must be paid immediately upon receipt of the invoice.

**Cancellation**: If you cancel your registration up to 14 days before the start of the event, a processing fee of € 150,- will be charged. If the cancellation takes place later, we unfortunately have to charge 50 % of the participation fee. If Six Sigma Europe cancels a seminar, for example due to illness of the speaker, the seminar fee will be refunded in full. Any further claims are excluded.