Problem Solving Panel Discussion

- Cindy Soltis-Stroud, Cogent Global Performance Solutions
  - Mark Troup, Volvo Group Trucks
  - David Butler, TI Automotive

Murray Sittsamer, The Luminous Group – Moderator
Results of the 2015 AIAG’s Quality 2020 survey found that OEMs and Suppliers rank Problem Solving as the most critical issue impacting quality.

64% of respondents indicate that their organizations are at best “moderately capable” at Problem Solving.

AIAG launched an ad hoc Problem Solving task force in November 2015.
Although differences emerge when ranking why Problem Solving is inadequate, both point to a desire for a rapid answer, compromising analysis.

Source: Deloitte AIAG Quality 2020 Study
• In February 2016, AIAG’s Problem Solving Ad Hoc committee conducted a 2\textsuperscript{nd} survey to gather more precise information about the characteristics of ineffective problem solving.

• The committee concluded that there is an opportunity to improve the existing AIAG Problem Solving Guidelines by adding guidance on the items that were identified as problematic in the survey.
• IATF data from ISO/TS 16949 audits show the top reason for Major Non-conformances to be non-compliance with clause 8.5.2 “Corrective Action”

• IATF 16949 now places emphasis on prioritizing issues by severity and risk
Our experts on the panel today will express their thoughts on aspects that support effective Problem Solving, including:

- Culture
- Resources
- Leadership
- Education and Knowledge
- Management Support
- Verification
Panelist

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Thank you for attending our session.