

Using Plan-Do-Check-Act (PDCA): Go From Firefighting to Permanent Solutions - One Cycle at a Time



PDCA Problem Solving [1 or 2 Day]

This workshop introduces the PDCA (Plan–Do–Check–Act) Problem Solving Process. Your team will learn to systematically resolve any problem by identifying the underlying root cause(s) and implementing permanent solutions stopping the cycle of firefighting for good, every participant leaves with tools they can use tomorrow.

PLAN: *Describe the Problem* - Specify the problem in quantifiable terms using the 5W2H method

Identify the Problem - Collect evidence and define the issue without jumping to conclusions

DO: *Develop Interim Containment Actions* – Protect the Customer, Job #1

Define and Verify Root Causes and Escape Points - Identify the true root cause of the problem and how it escaped

CHECK: *Choose and Verify Permanent Corrective Actions* - Develop effective corrective actions without causing other problems by assessing risk

Implement and Validate Permanent Corrective Actions - Implement solutions to make it easier for the operators to do the right thing

ACT: *Prevent Recurrence* - Learn the power of checklists and lessons learned

Document and Share Knowledge- Ensure long-term success by documenting solutions, updating training materials, and sharing lessons learned across teams.

Objectives of this training:

- Learn the Einstein Method of Problem Solving to successfully solve any problem.
- Understand the PDCA Problem Solving Process and the function of each phase.
- Describe the purpose and benefit of key problem-solving tools for each phase of the PDCA process including 5 Why's, Is–Is Not Analysis, and Ishikawa Diagram
- Follow a case study throughout the course to apply and practice the key learning points.
- Shift your team from reactive firefighting to proactive, structured problem solving.
- Build a common language and process across teams for faster, more consistent results.
- Create a culture where problems are solved once, permanently and the knowledge is shared across the organization.



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TEDx Greenville



About Michael

Michael Arnold is a Lean Six Sigma Master Black Belt and Shainin Red X Journeyman with over 30 years of experience helping manufacturing leaders tackle their toughest challenges. As the founder of Protean Quality Systems, he leads projects that deliver millions of dollars in savings for his customers. Michael has trained and coached thousands of professionals to pinpoint root causes, eliminate waste, and implement sustainable improvements that boost profitability. Known for his engaging, results-driven approach, he equips teams with practical tools they can use immediately to solve problems faster, smarter, and with lasting financial impact.

What others say about Michael's Training & Workshops

The instructor was funny and kept everyone engaged thru humorous examples
-Daniel E.

It was very interactive, and it was a comfortable environment - easy to ask questions and ask for clarification
- Jen S.

The best part of the class was having an instructor passionate about what he is doing!
- Nolan M.

Michael providing real world situations
-Jordan K.

Great presenting, interesting stories and added content kept everyone involved and engaged
- Lisa B.

Michael made sure everyone was engaged and enjoyed learning the material
-Courtney J.



Contact Michael to help solve your biggest problems!



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