



Quality for Business, Industry, Education

*Presented by the Geelong Quality Council and
supported by the Geelong Manufacturing Council.*

Problem Solving Workshop

Wednesday 14th November 2007

8:30 am – 4:30 pm (Registration from 8:15 pm)

TOPIC

- Significant improvements to any aspect of an organisation's operations require a systematic approach to problem solving. The use of a problem solving team at any level of an organisation can accelerate the achievement of improvements. This workshop focuses on developing effective problem solving teams.
- Through practical applications, participants learn communication and team skills to develop and manage effective teams. These skills can be used in any situation.
- Participants learn about the basic concepts of quality and practise the use of some basic tools including Pareto charts, flow charts and cause & effect diagrams.
- A structured step by step approach to problem solving is presented that covers problem definition, collection, organisation and presentation of data, solution development, implementation and maintaining improvements.

PRESENTERS

- The two trainers have extensive training and industry experience.
- Tom Adair has recently retired after 33 years as a secondary teacher and careers counsellor and was named the Herald Sun 2006 Victorian Secondary Teacher of the Year.
- Flavio Giurco, Manufacturing Systems Manager, Alcoa World Alumina Australia, has over 20 years experience in applying quality principles in an industrial setting and has trained and facilitated problem solving teams.

WHO SHOULD ATTEND

- Anyone involved in problem solving (facilitators / individuals / teams).
- Educators considering Q-ED Teams projects in their own school setting. (The Q-ED Teams program gives students training in teamwork, problem solving and communicating in a real adult work setting. See GQC website www.gqc.org.au for more details.)

REGISTRATION

- This workshop has a maximum of 24 participants. You will be advised within 3 working days and sent an invoice if your registration has been accepted.
- Venue: Dromoland House, 258 Pakington St, West Geelong (formerly Berkley Lodge)
- Cost: \$150 (inc GST) includes all training materials, morning tea and lunch.
- **RSVP by Friday 9th November 2007**
- Register on line: WWW.GQC.ORG.AU/ForumRego.htm or mail attached registration.
- Further details available from:
Flavio Giurco on telephone (03) 5245 1249 or Tom Adair 0432 096 225.
- *The Geelong Quality Council is a not-for-profit organisation committed to helping individuals and businesses improve their performance.*



**GEELONG
QUALITY
COUNCIL**

ABN 60 930 565 803

95 Ormond Rd
East Geelong
VIC 3219
Ph: (03) 5245 1249

Registration

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Organisation			
Address			
Suburb		Postcode	
Registration 1			
First Name		Last Name	
Telephone		Any Dietary Req?	
Email			
Registration 2			
First Name		Last Name	
Telephone		Any Dietary Req?	
Email			
Registration 3			
First Name		Last Name	
Telephone		Any Dietary Req?	
Email			
Registration 4			
First Name		Last Name	
Telephone		Any Dietary Req?	
Email			
Registration 5			
First Name		Last Name	
Telephone		Any Dietary Req?	
Email			

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