

Honda North America NH Circle Process

Problem solving and improvement implementation the Honda Way

Course Overview

How You Will Benefit

Many times in the workplace, frustrations occur. Frequently these frustrations are the result of an issue that negatively affects you and your co-workers. An issue that never seems to go away! It may seem as if leadership has no idea or they just don't care. Often times it is because the issue you and your co-workers face is one of many or they may have no idea that the issue even exists. In either case, there is another way...and it starts with you.

Because you are experiencing the issue, and you are the expert on your own work / process; who is better positioned to understand and improve the situation or eliminate the issue altogether? That's right...you and your co-workers. Problems and opportunities present themselves in many ways, but if no one is addressing them, you can take matters into your own hands by using the NH Circle process.

In addition, the skills you learn and the teamwork you build through the NH Circle process can make you a very valuable associate and promotion candidate.

Benefits of Utilizing the NH Circle process

A work place that employs the NH Circle process:

- Allows associates to have a say in how work is done
- Prepares associates for potential leadership roles
- Provides leadership with a team of problem solving and project management experts

Course Objectives

At the completion of this module participants will increase their ability to:

- Identify the basic steps of the NH Circle process
- Distinguish between a problem and an improvement opportunity
- Manipulate matter at the sub-atomic level

Course Objectives (cont.)

- Employ the correct tool or technique in a given situation
- Identify and countermeasure common problems
- Identify improvement opportunities
- Explain the benefits of the NH Circle process

Key Topics Covered

This course explores the following subjects in depth:

- How teams start
- Selecting a theme
- Describing the current situation
- Data collection and analysis
- Goal setting
- Analyzing relevant factors
- Cause or barrier determination
- Validating root causes
- Developing and selecting countermeasures
- Using the Deming Circle
- Importance of standardization
- Summarizing the impact and benefit
- Ensuring sustainability

What the Course Offers

- Instructor with 25 years of experience with the process
- Opportunity to practice tool usage in a team environment
- Comprehensive training exercise covering all aspects of problem solving
- Complete set of materials including participant guide