



About the Seminar Leader:

Mike Hoseus is Executive Director for an organization developed in 1999 as a vision of Toyota Motor Manufacturing to share lean quality philosophy and human resource practices with education, business and community organizations. Mike brings both manufacturing operations and specialization in Human Resources. Current projects with Toyota include new hire selection and training process, team leader and group leader post promotion training, quality circle leader and manager training, and global problem solving for all levels. Mike is an adjunct professor with the University of Kentucky's Lean Manufacturing Program and senior fellow with the University of Dayton Center for Competitive Change. Mike is co-author with Dr. Jeffery Liker (Author of "The Toyota Way") of "Toyota Culture: The Heart and Soul of the Toyota Way."

Mike was a corporate leader for 13 years at Toyota Motor Manufacturing's Georgetown, Kentucky, plant both in Human Resources and Manufacturing. As Assistant General Manager in Human Resources, his responsibilities included personnel, safety, HR development, employee relations, benefits, training, and manufacturing/human resource teams for a plant of 8000 team members. His major initiative was development of the enhanced relationship between Human Resource and Manufacturing. Mike's operational responsibilities in manufacturing started in 1987 as a front line supervisor in vehicle assembly. This included all aspects of safety, quality, productivity, cost and morale for operations. With experience as Assembly Plant Manager and eventually Assistant General Manager, his responsibilities increased to include both assembly plants including operations, maintenance, and engineering. He is a Toyota Certified Trainer in Global Problem Solving & Waste Reduction, Standardized Work and Kaizen Events.

Mike is a senior associate with the Center for Competitive Change at the University of Dayton. He has degrees in Business and Psychology from Xavier University and a Masters of Arts in Counseling from Asbury Theological Seminary.

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To Register

1. Contact Teri at 937-229-4632 or teri.stemley@udri.udayton.edu
2. Online at www.competitivechange.com
3. By fax at 937-229-3533

THIS SEMINAR CAN BE HELD AT
YOUR SITE AND CUSTOMIZED.
Call 937-229-4632 for information

Toyota Culture Series: *Problem Solving Applied On-Site (Day 2 & 3)*

What You Can Expect From This Seminar

Toyota has deemed "Problem Solving" as their competitive advantage and improving these skills is a major priority in their organization. Mike Hoseus, co-author of *Toyota Culture: The Heart and Soul of the Toyota Way* will show how Toyota establishes the culture for problem solving and then review the systematic process used by all levels and all departments within their organization. He will also review the processes Toyota uses not only to sustain this problem solving culture, but also to improve it on a daily basis and how you can do the same.

Seminar Content

- Understand the prerequisites for establishing a problem solving culture
- Understand the role of "standardization" at Toyota and its relationship to problem solving
- Learn Toyota's systematic process to identify a problem, fix it and prevent it from re-occurring
- Experience hands-on team problem solving on the shop floor with real problems
- Learn by doing, Toyota's "go and see", breaking down a problem and 5 why root cause analysis
- Receive guidance and coaching by Mike Hoseus throughout the process.
- Learn how to complete, present, and give feedback on the A-3 problem solving report
- Learn how to develop Managers to establish and nurture this system
- Learn how to make problem solving part of daily "Leader Standardized Work"
- Understand critical next steps for your organization
- Take the entire process with results back to your workplace

Who Should Attend

This seminar is recommended to those who are responsible for day to day problem solving and directing change efforts along with those who must carry out the changes: executives, managers, supervisors and technical project leaders. The shared experience realized in this seminar will enable the organization to accelerate its progress with project improvements and increase profitability of long-term success.

Our Guarantee*

We use a Teach, Practice, Apply methodology. The result? You return with immediate, executable plans and competencies that stay with you. Bring a problem plaguing your department or organization, attend the program and leave with an answer.

*Call for Details!

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