Technical Structured Problem Solving (TSPS~8D)

Enhance your team's analytical capabilities and master the art of technical structured problem-solving to tackle complex challenges with precision.

A 2-Day Hands-On Workshop for Professionals



Why This Workshop Matters

In technical and manufacturing environments, problems escalate quickly, affecting yield, quality, cost, and delivery.

This workshop equips teams with a **proven structured method** to:

- Isolate true root causes
- Prevent recurrence
- Improve cross-functional troubleshooting
- Strengthen technical decision-making
- Document and communicate issues professionally

TSPS ensures problems are solved correctly, systematically, and permanently.



Training Needs We Address

Based on industry feedback, the workshop solves

- Unclear or inaccurate problem statements
- Difficult facilitating cross-functional problem-solving
- Repeated technical issues due to weak root cause identification
- Poor report writing on technical findings
- Ineffective containment & corrective actions
- Lack of standradisation after solutions are implemented
- Lack of structured troubleshooting tools
- Inconsistent documentation and reporting.





Target Audience

- Engineering & Technical Teams
- Quality & Reliability Professionals
- Process & Integration Engineers
- Manufacturing Specialists
- IT & Data Analysts involved in troubleshooting
- Anyone responsible for resolving technical, quality, or operational problems.

Workshop Objectives

Participants will:

01

Apply the 7-step TSPS Methodology

02

Create clear, accurate problem statements

03

Use structured tools for root-cause verification

04

Develop effective containment & corrective actions

05

Validate and standardise long-term solutions

06

Lead and facilitate cross-functional problem-solving

07

Document findings in a TSPS Summary Report

08

Communicate results clearly to management

What Makes This Workshop Unique

Not a generic “problem-solving” course — but a battle-tested technical methodology used in semiconductor, electronics, and manufacturing industries.

This programme integrates:

- Structured 8D-inspired technical framework
- Root cause analysis tools
- Team facilitation skills
- Real case studies
- Worksheets, checklists & templates
- Practical “verify-before-fix” approach
- Clear report-writing guidance



Day 1 Overview

Insight Extraction, Communication & Dashboarding

1. TSPS Framework & Team Setup
2. Define the Problem (Step 1)
3. Current Situation & IS/IS NOT Analysis (Step 2)
4. Root Cause Identification (Step 3)
5. Escape Point Analysis
6. Testing & Verification of Root Causes
7. Case Study Application

Day 2 Overview

Solution Development, Standardisation & Reporting

- Develop Solutions
- Implement & Validate PCA
- Standardise Solutions
- Next Steps & Learning Capture
- TSPS Summary Report Writing
- Team Presentation & Review

Methodology

Participants learn through

1. Instructor-led teaching
2. Hands-on exercises using TSPS worksheets
3. Root cause analysis practice
4. Group problem-solving
5. Case study walkthroughs
6. Q&A troubleshooting support

Tools provided:

✓ TSPS Checklist
✓ Cause Analysis Worksheets
✓ TSPS Summary Report Template
✓ Job Aids



Key Takeaways

Participants leave with:

- A complete TSPS Summary Report
- Proven problem solving skills
- Stronger technical communication
- Confidence in identifying&validating root causes
- Clear corrective action and standardisation capability
- Tools that can be used immediately on the job



Trainer’s Profile

With over 28 years of experience in manufacturing, quality, and technical problem-solving, **Dr. Chew** is recognised as one of the region’s top technical trainers.

He has taught professionals from Intel, Hotayi, Stratus Automation, and major multinational companies across Malaysia, U.S., China, Vietnam, and Taiwan.

His facilitation style:
Data-Driven: Simplifying statistical analysis and process control methodologies for real-world business
applications.
Decision-Oriented: Equipping professionals with structured problem-solving techniques to enhance
decision-making and operational efficiency.
Dynamic: Delivering engaging, hands-on training with case studies, simulations, and interactive
learning experiences.

Participants praise his clarity, energy, and ability to simplify complex concepts.



Dr. SK Chew

Applied Statistics/Process Control System/Problem Solving Master Trainer

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