PHRED Problem Solving

Web-based software to create, track and report on 8D/5 Whys.

Screen by Screen Walk-Through

PHRED Solutions, Inc.

Nick Rennie

nick@phredsolutions.com

(970) 453-5235

Why use PHRED for Problem Solving?

1. Standard Process – common view of the problem from the customer complaint, across production sites through to the supply chain
2. Easy to Use – create a large number of skilled problem solvers; the more problem solvers there are, the more problems you will solve
3. Database – use knowledge to reduce problem costs and learn from your mistakes
4. Out of the Box – no maintenance, no IT hassle, very low per person cost

1. Standard Process – common view of the problem

– Everyone is on the same page, following the same process and format
– All problem data and actions are kept in one place
– Actions create automatic email reminders and overdue notices
– Easily searchable database, learn from everyone's experiences
– Extensive reports, reduce the time it takes to create reports and charts
– Gives managers security that root cause has been found and the problem will not reoccur

2. Easy to Use – create a large number of skilled problem solvers

- So simple and intuitive, anyone can use it
- Find everything you need in one place
- Connect with others who have solved the problem before
- Online Coach and Help at every stage
- Web-based, easy access
- Simple to attach pictures, videos, documents, etc.
- Reduce the amount of time it takes to solve a problem

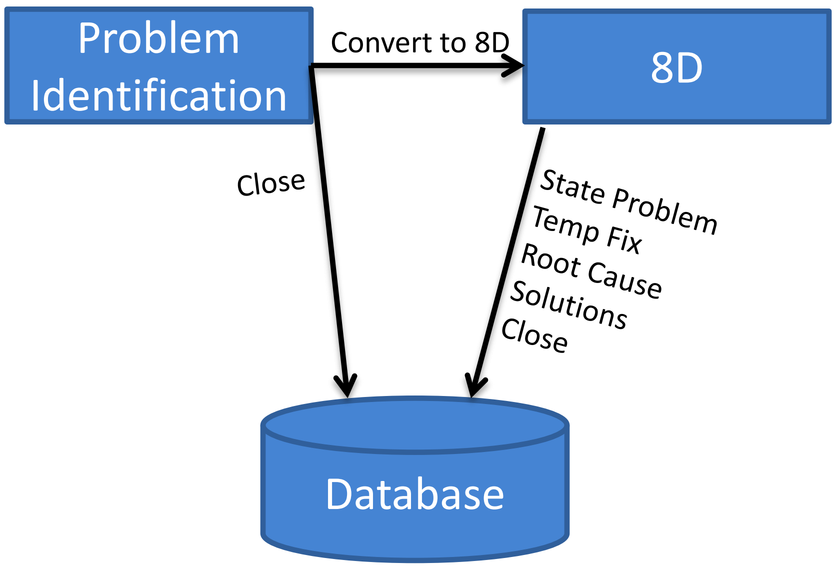
3. Database - use knowledge to reduce problem costs

- Stop problem reoccurrence
- Find trends and improvement opportunities
- Make knowledge institutional, not personal
- Allows experts to have a virtual go see of multiple problems in their field
- Common reports allow rapid, detailed sharing of information
- Gives managers the ability to see where they are in the process, what has been done and where to allocate resources

4. Out of the Box - no maintenance, no IT hassle

- Easy to implement with little to no training
- Cloud based (SaaS, no IT involvement) or simple install
- Links with your existing software, all data from multiple sources is in one place
- Highly secure for use with suppliers and customers

Screen by Screen Walk-Through



Problem Identification - Issues are identified, worked and tracked on a single screen. The issue can then be closed here or converted to an 8D.

8D - Users develop root cause, permanent solutions and prevent reoccurrence.

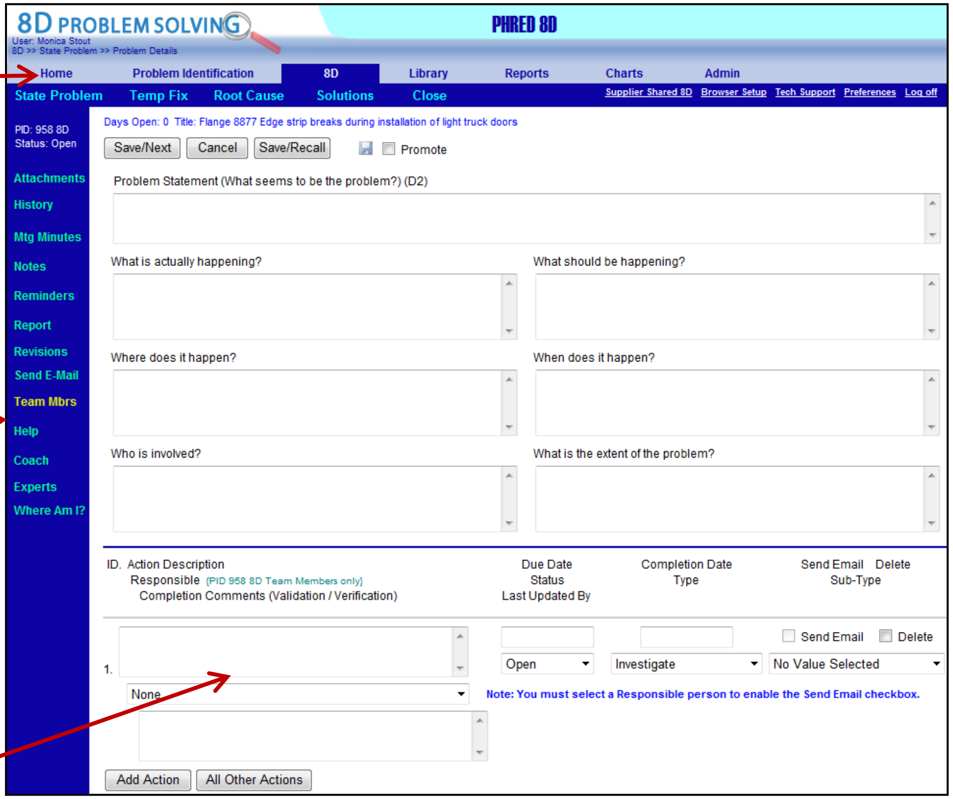
Database - As issues are identified and 8Ds are being worked on, they are captured in the database.

Shared System - Suppliers, customers and contract manufacturers can each have their own secure area in the shared system to enter, edit and manage problems with you.

User view – Easy to navigate

Functions on all screens

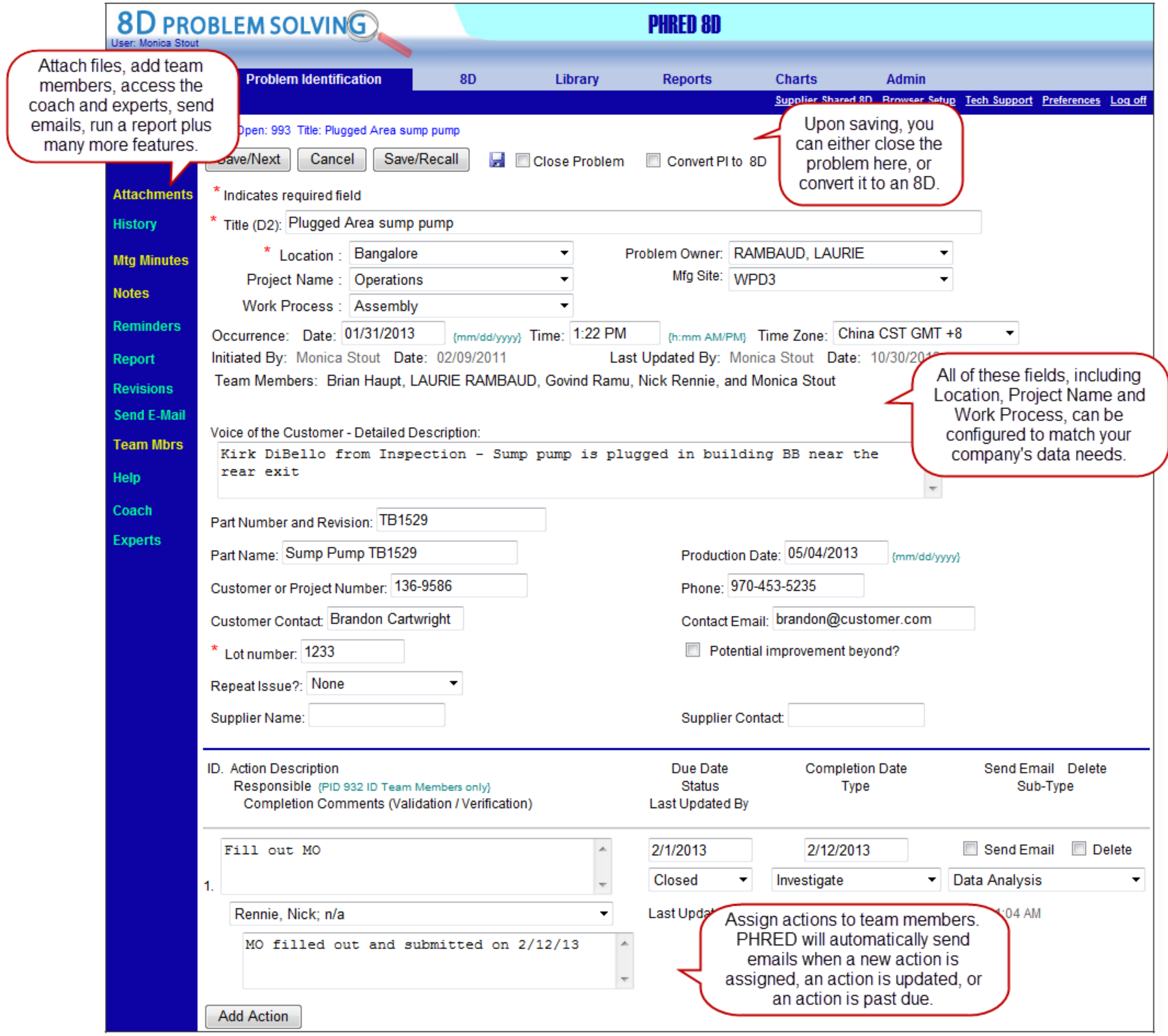
- Top Menu Bar
  - Home: All *your* Problems and Actions
  - Problem Identification: single screen to identify a problem and associated data
  - 8D: Questions guide the user through the stages of the 8D investigation
  - Library: Search past problems by keyword and many other self-defined searches
  - Reports & Charts: Create numerous 8D & individually defined user query reports
  - Admin: Make your own changes to the system
- Left side bar functions
  - Attachments: Attach pictures, videos and other documents
  - Reminders: Set up the schedule for email reminders by problem
  - Report: See the report for the problem you are currently working on
  - Revisions: Details on who has accessed the problem and when
  - Team Members: These are the people working on the problem
  - Coach & Help: Online training on how to use the system
  - Experts: Your internal expert network
- Actions at the bottom of each screen
  - Assign actions to Team Members with email reminders
  - Emails reminders are sent automatically when an action is assigned, updated or overdue



Screen 1: Problem Identification

Initially identify a problem and the data surrounding it.

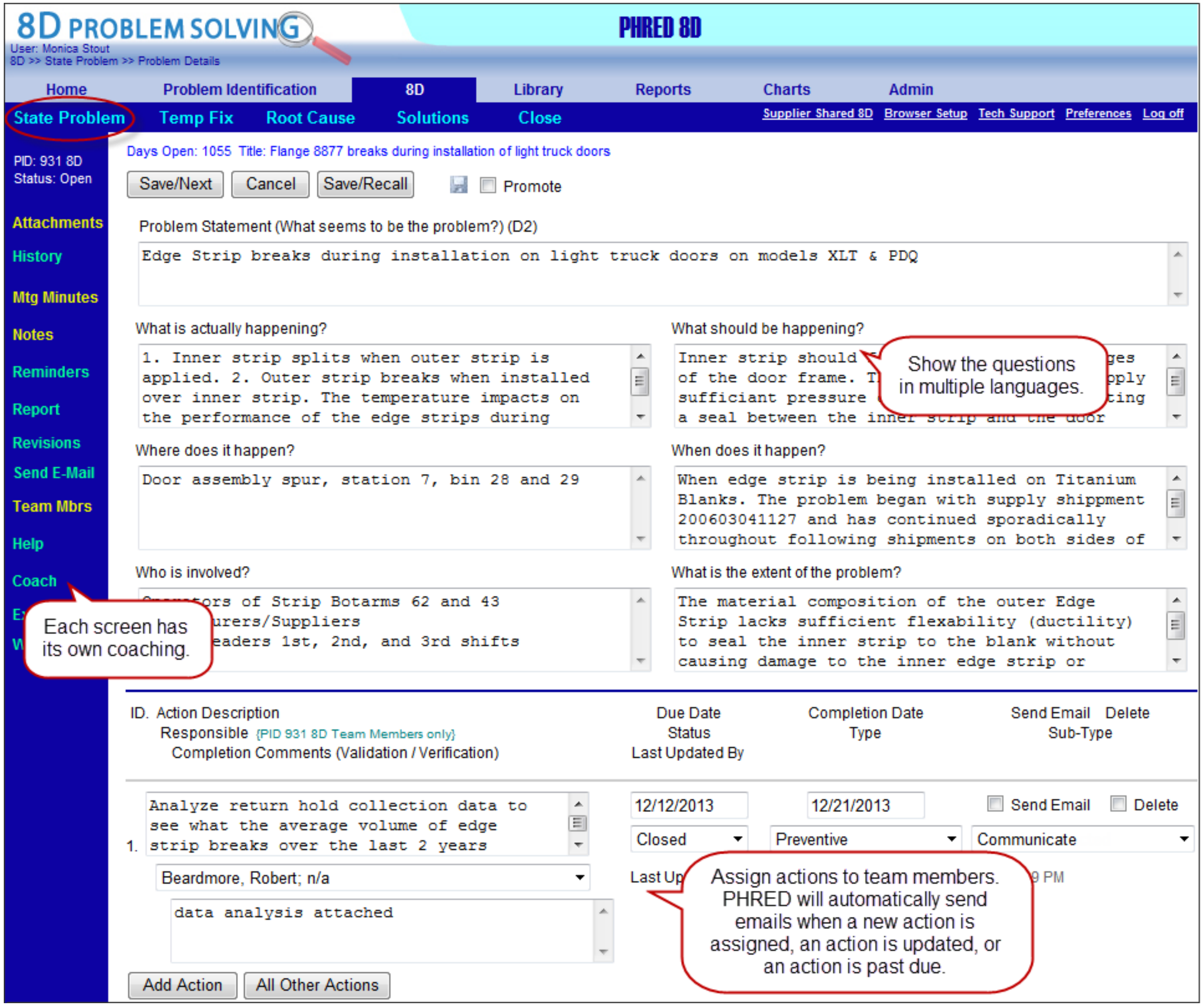
- A quick, one page form to identify a problem and say what was initially done
- Configured by your administrator to reflect the data collection needs and structure of your company
- Automatically populate some fields from other systems (SAP, Salesforce, etc.)
- You can close the problem here, or continue on to an 8D



Screen 2: Problem Description

Create a clear description of the problem in 7 easy questions.

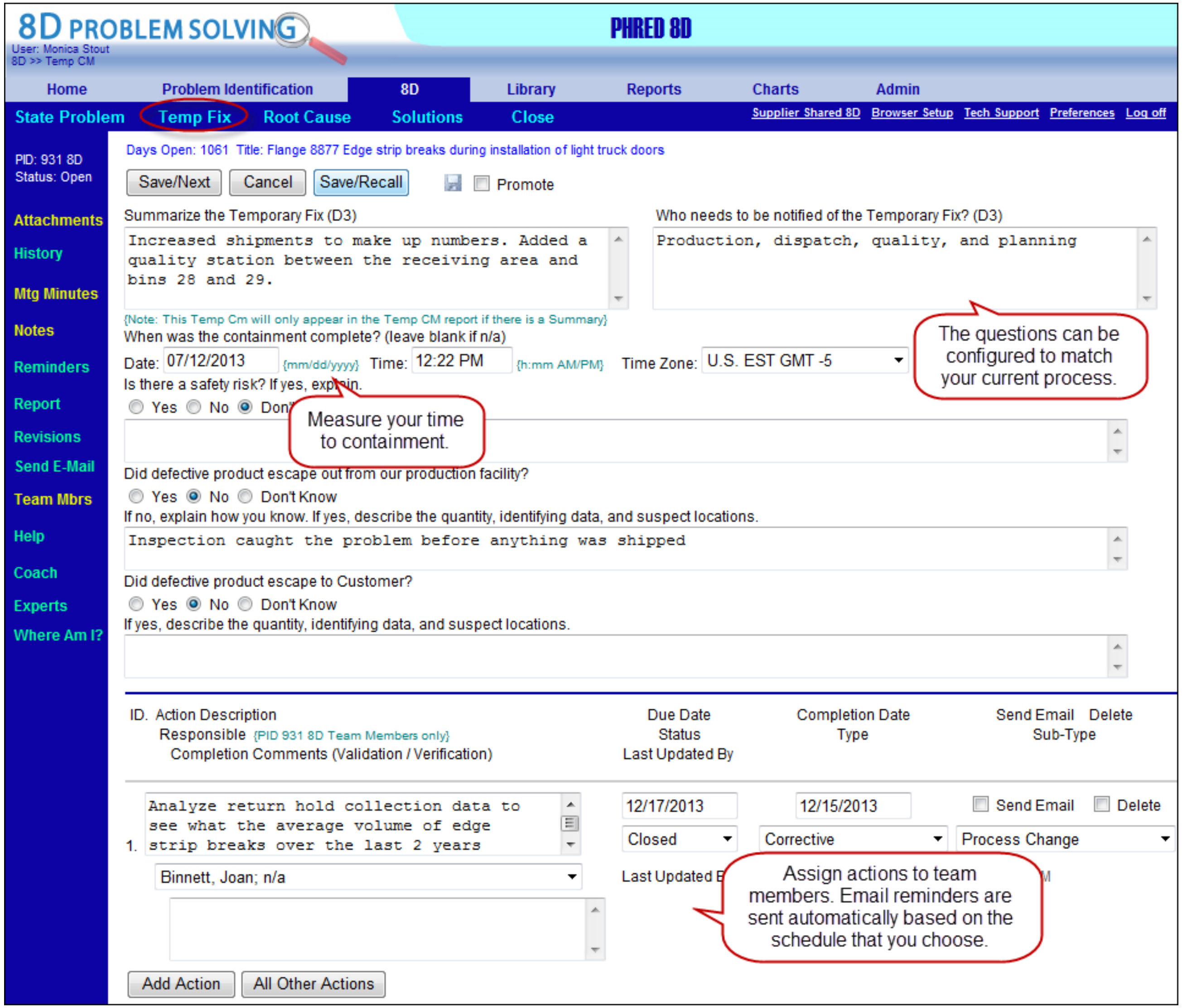
- A single screen is used to create a well formed problem description
- PHRED gives the investigators the right questions to ask to develop an understanding of the problem & collect the relevant data
- Visible to the team, experts, managers and other people with similar problems



Screen 3: Temporary Fix

Describe the temporary fix and notify the right people.

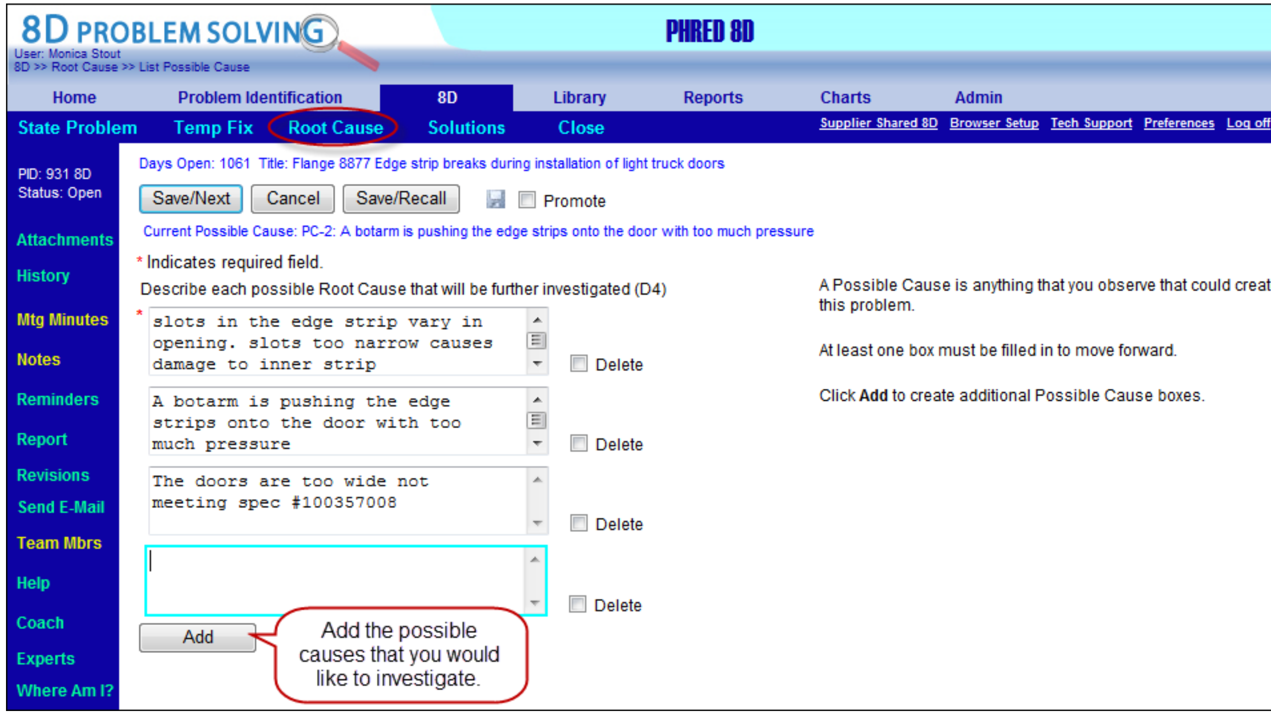
- Control the situation at the scene of the problem, in the supply base, at the customer and across the organization
- Measure your time to containment
- Ensure that the temporary fix is removed when the issue is closed and the relevant people are informed

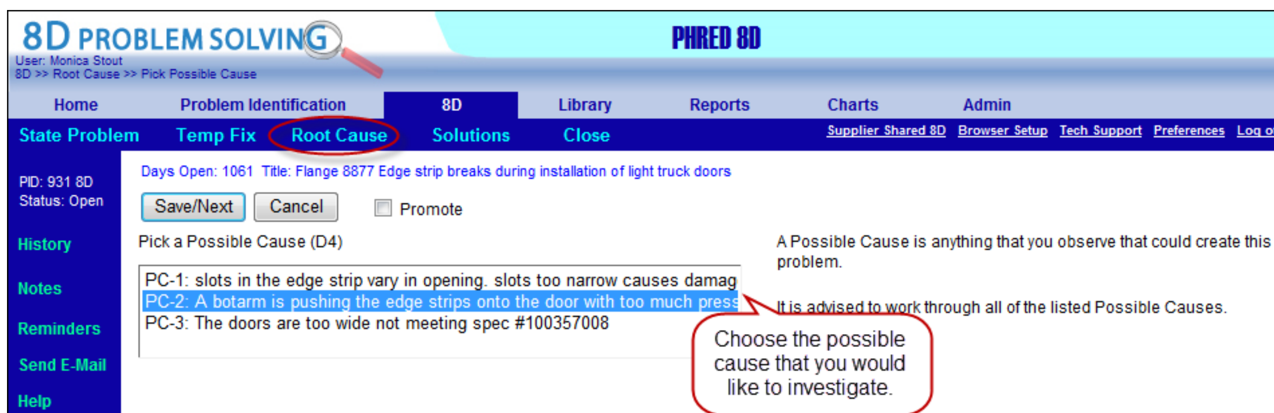


Screen 4: List and Pick a Possible Cause

Describe the possible Root Causes and choose one to investigate.

- PHRED breaks down the process of finding root cause into a series of simple steps that everyone in the organization can use
- Step 1 is to list the possible causes. Each will be investigated to Root Cause or eliminated as a dead end
- Step 2 is to pick a possible cause to investigate. It is typical to investigate each possible cause

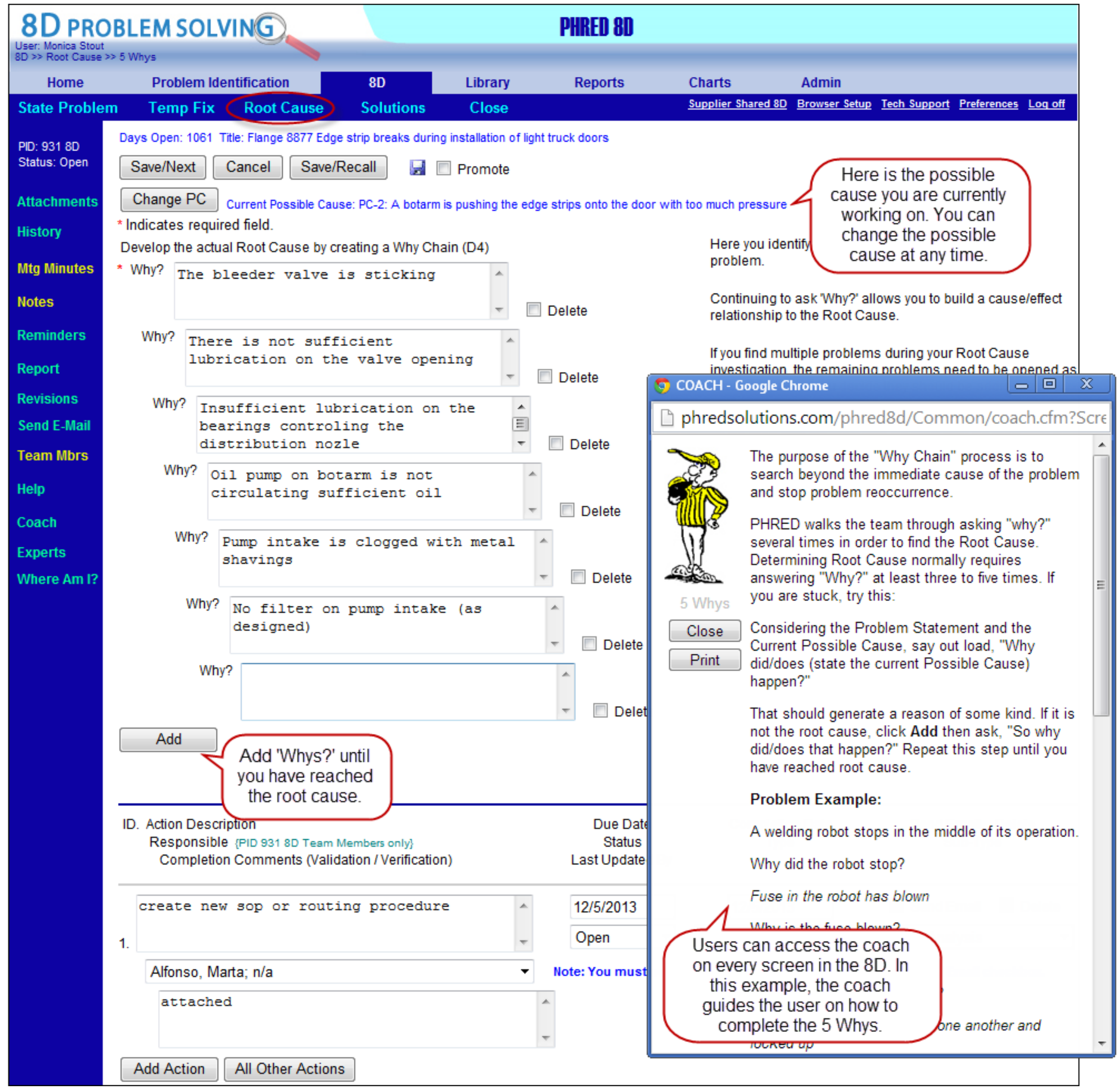




Screen 5: 5 Whys

Classic 5 Whys

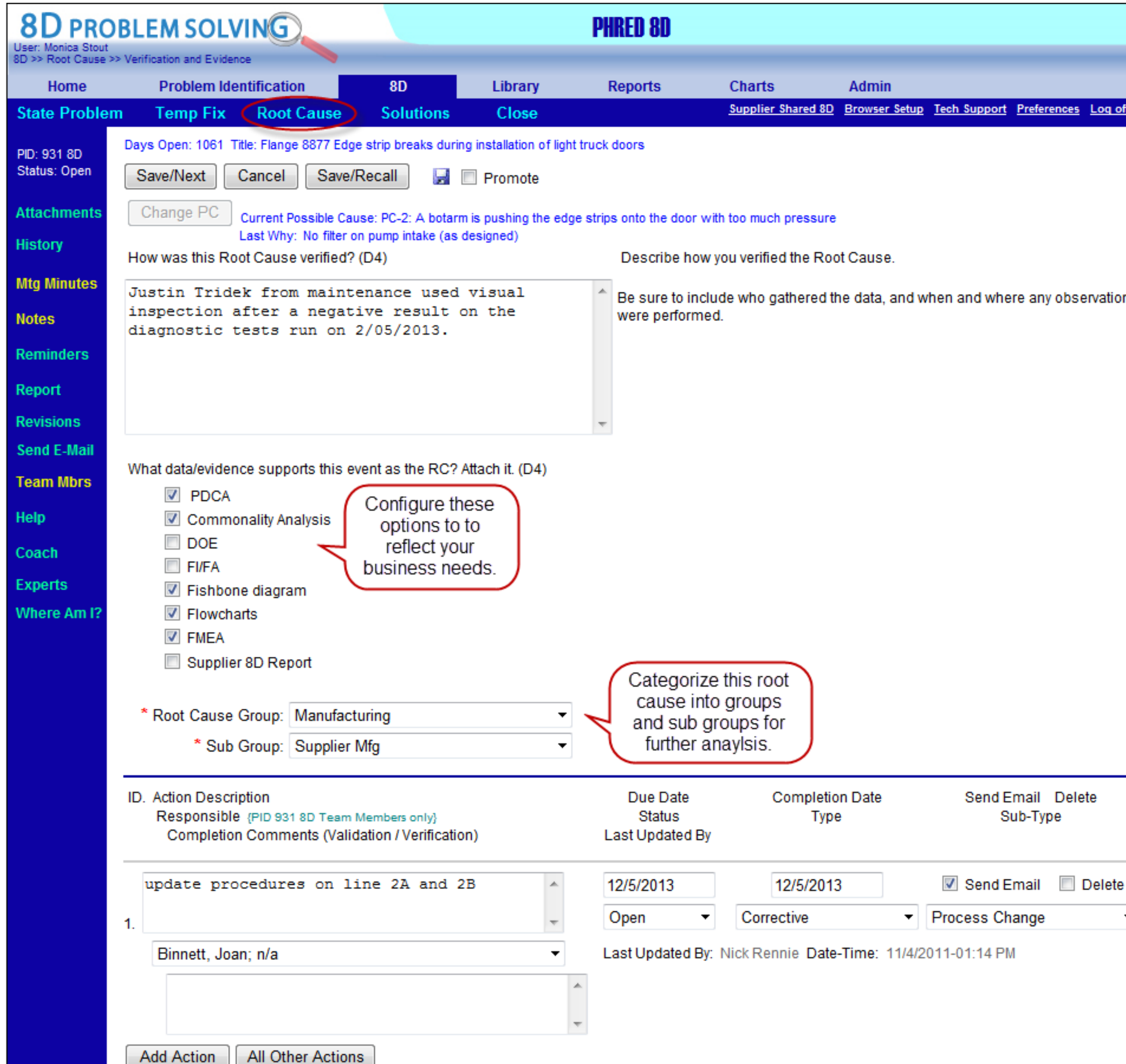
- PHRED walks you through asking "why?" several times in order to find the Root Cause of a problem
- Inexperienced users can access the coach, which walks you through how to complete the 5 whys. This can be configured to match your existing training manuals, etc.
- As the 5 Whys are visible to colleagues and experts, the quality is improved



Screen 6: Verification

Describe how you tested the Root Cause

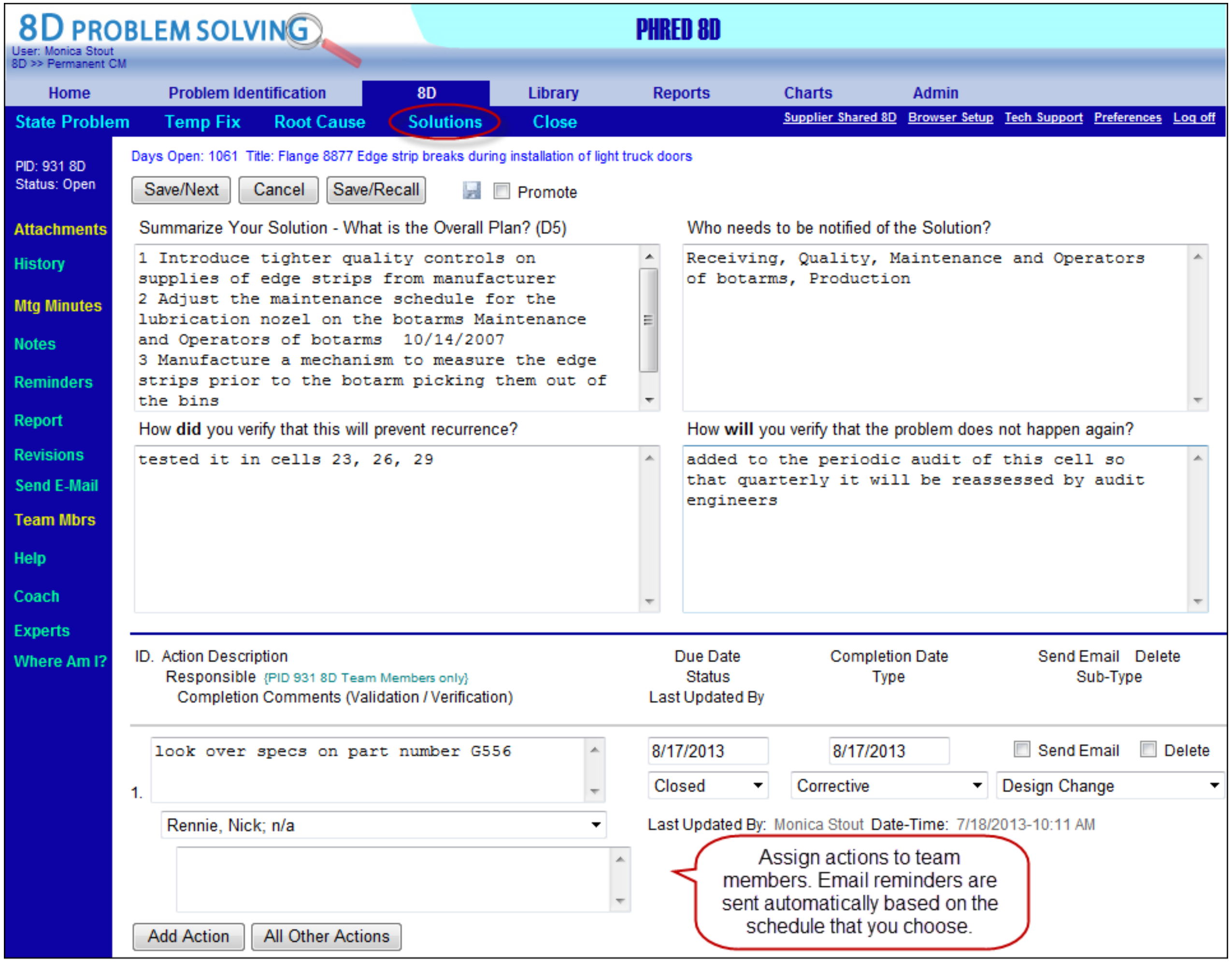
- Each why chain is worked through to see if it is a valid Root Cause worth testing or if it is a dead end
- Collect the data and evidence that supports the Root Cause
- Classify the Root Cause into groups and sub-groups, helping experts and CI engineers to zero in on systemic failures



Screen 7: Solution

Outline the solution and verify that it will prevent recurrence.

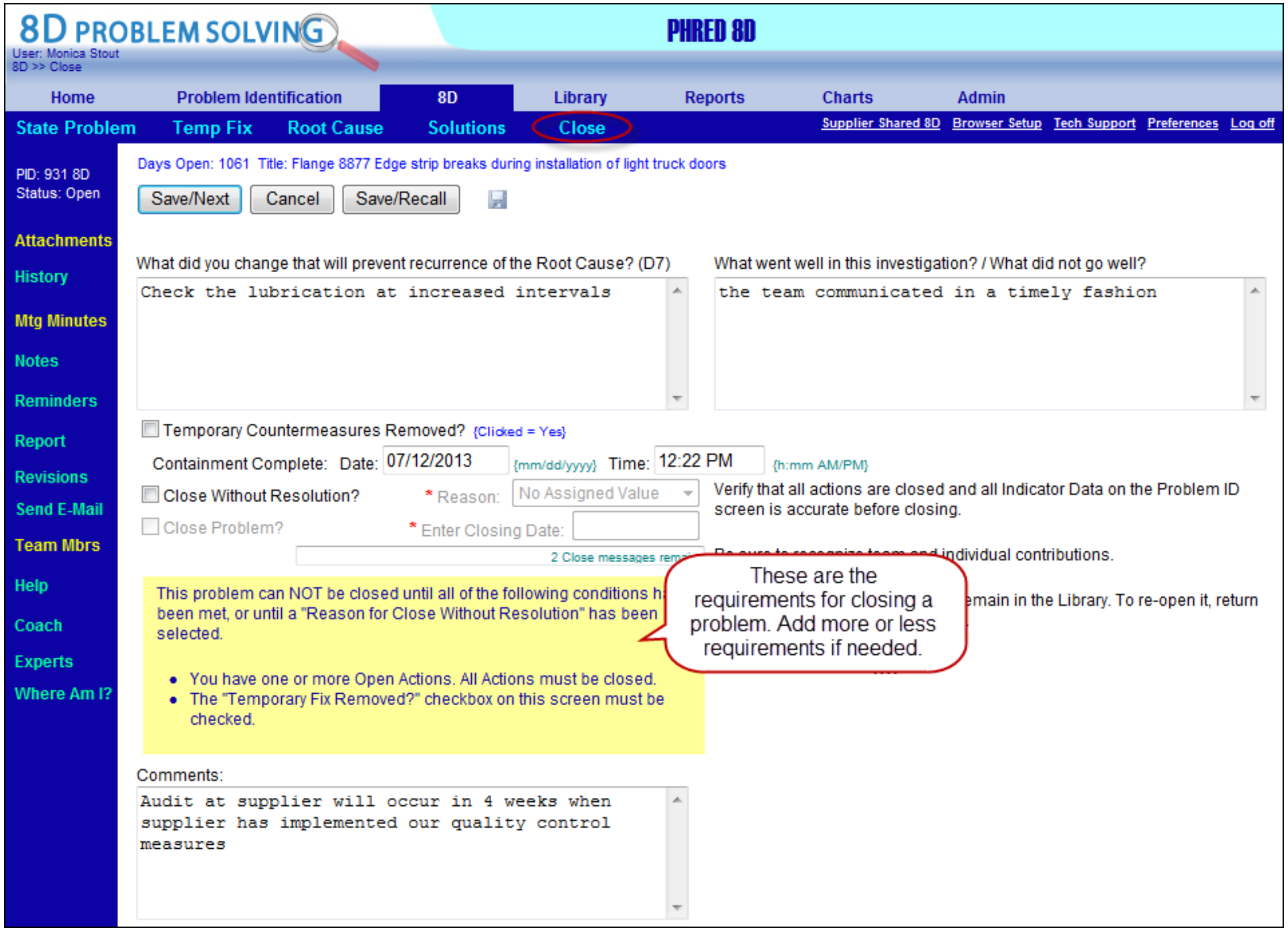
- Present the solution for agreement and implementation
- Configure the questions and the Coach to match the justification and approval processes of your company
- Assign and track actions for solution implementation



Screen 8: Close

Prevent Reoccurrence, Close & Audit

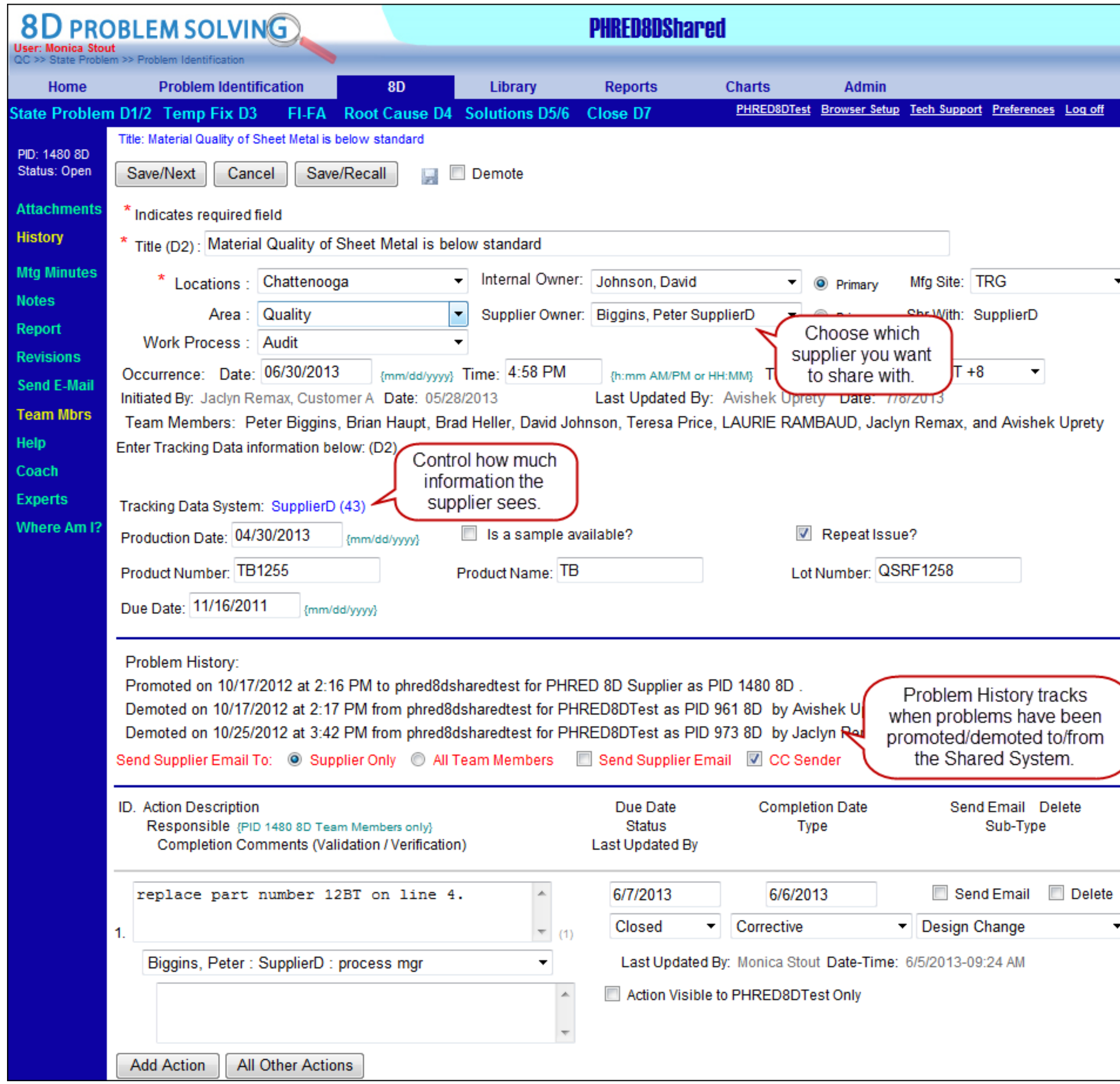
- Implemented solutions are audited for success
- Knowledge is shared between expert groups, knowledge networks and possibly customers and the supply base
- Decide what your Close Requirements are and configure the system to match them



Shared System

Suppliers, customers and contract manufacturers can enter, edit and manage problems with you, each in their own secure area.

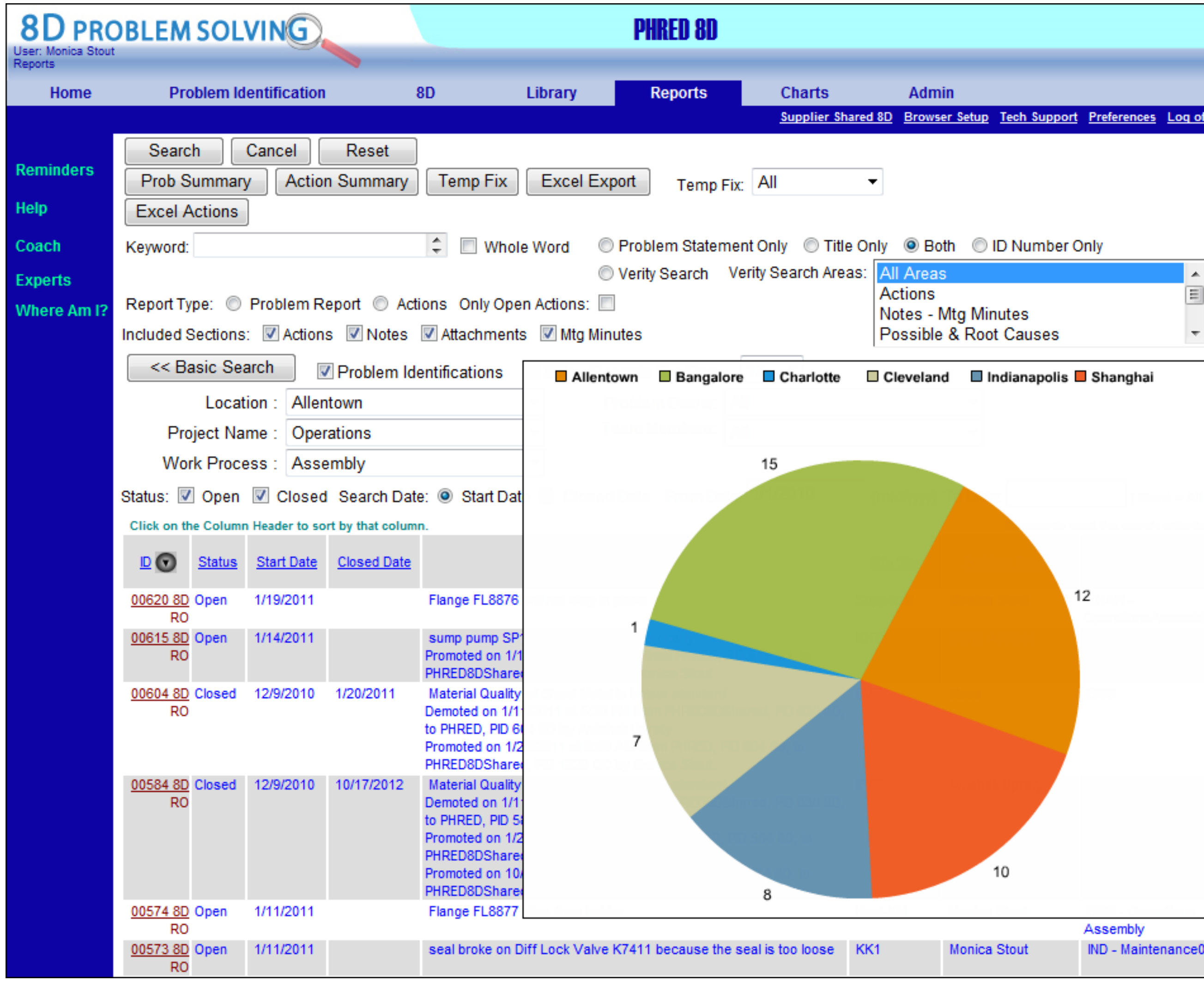
- Decrease Supplier Problems. Make sure your suppliers demonstrate Root Cause and Prevent Recurrence. Enforce your quality standards.
- Create a Common Problem Understanding. Everyone is on the same page and in the same database.
- Drive Timely Actions and Responses. Look over your supplier's shoulder as they are solving problems.



Library, Reports & Charts

Save time preparing reports and sharing information.

- Search by Keyword, Location, Customer, Supplier, Part Number, Problem Owner and many more. Find out who has had the problem before.
- Standard reports, individually defined user query reports, management summaries. Export into Excel or PDF.
- Simple charting displays cumulative issues and problems across the organization and supply chain.



Typical Implementation Steps

Step 1: Configure the system

At the end of one day's training, we will have jointly produced the trial configuration. After this meeting, the system will be configured and ready to use. This can then be refined by the PHRED Administrator as you gain experience using the system in your live environment.

Step 2: Train the Trainer

2 day Train the Trainer class. Learn how to use PHRED by solving real problems while becoming problem solving trainers themselves. Here is our standard training agenda http://www.phredsolutions.com/ProblemBlitzAgenda.pdf.

Step 3: Roll Out Training

This is typically done internally. More and more companies are holding short web meetings to show users the functions of the system. A well-configured system should look like the standard working processes of the organization. Therefore, it will be intuitive enough for anyone to use without formal training.

Try it out FREE for 30 days!

Please contact:

Nick Rennie

nick@phredsolutions.com

(970) 453-5235

www.phredsolutions.com