

New problem solving tool goes Europe-wide

A NEW fast-track approach to problem-solving is set to be adopted throughout K-C Europe.

Known as the Kepner-Fourie problem solving methodology, it has already been piloted in the UK and is shortly to be rolled out in Germany and Spain. Eventually, around 300 people across Europe are expected to attend the two-day training workshops.

The approach is logical and disciplined but takes less time than earlier problem-solving tools. Importantly, it allows people to use their own intuition to short-cut the process.

Aimed at engineers and operations staff, the methodology is expected to deliver major benefits in the mills, as well as in areas such as MIS.

Matt Fourie, co-author of the methodology, led the pilot training workshop for K-C managers.

Among those attending was Forchheim process engineer Markus Bek. He said afterwards: "It helped me to ask questions in the right way so that, in the daily business, I can work faster. I think all engineers working in the production process should be trained."

Stan Kubis, director of MIS Technology, was equally impressed: "This can be a very powerful



Kate Hobbs, from MIS Technology, receives instruction from problem-solving guru Matt Fourie

tool, particularly as problems today often require complex solutions. It provides a common forum and discipline that everyone can follow efficiently."

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