

Practical Problem Solving

May

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All companies run into problems. It doesn't matter if you are a manufacturer or a service provider; problems occur and must be dealt with. Whether the problem requires a simple correction or disciplined problem solving, there are problem solving tools that can assist in the solution. This presentation will focus on problem solving tools and how to use them. We will start with the definition of the problem; explain the difference between sporadic and chronic problems and the approach to solve them. Expect a lively discussion with plenty of time to ask questions.

Paul Mozoski was the Quality Systems Manager for Michelin North America. He has 28 years experience in the Quality Systems field, in both research and manufacturing. He is an ASQ Certified Quality Manager, Engineer and Auditor and has a degree in Engineering from the United States Military Academy. He also holds graduate degrees from Rensselaer Polytechnic Institute and Long Island University. To date, he has successfully assisted in the Certification of 20 manufacturing plants and corporate sites to various Quality Standards. He has performed Quality Audits in the US, Canada, Mexico, Europe and Asia. His training credentials include teaching ASQ Certification Courses and quality assurance courses at Technical Colleges in South Carolina.