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# Empowered Frontline Problem Solving Training Course for Operations Supervisors

12 – 16 July 2027
Amsterdam

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Empowered Frontline Problem Solving is a 1-week training course for operations supervisors and shift team leaders who want crews to fix recurring faults at the point of work, ending with a Frontline Problem Ownership Charter. Organisations now depend on frontline crews spotting and resolving abnormalities before they become stoppages, complaints or safety incidents. Jupiter Prime Training designed this Empowered Frontline Problem Solving course around real shop-floor and service-counter decisions.

## Why Empowered Frontline Problem Solving Matters Now

Three forces shape frontline problem solving today: leaner shift structures that leave fewer layers to escalate to, sensor and ticketing systems that surface abnormalities faster than managers can react, and operators who expect a voice in how their own work is fixed. A site where crews own small problems recovers quickly, keeps experienced people and frees supervisors for improvement. Where every fault waits for approval, repeat defects follow. The course rests on widely used practice: decision-rights mapping, structured root-cause questioning, the plan-do-check-act cycle and coaching conversations that build operator judgement.

## Who Gains Most from Empowered Frontline Problem Solving

- Supervisors responsible for shift output, quality checks and handover between crews
- Team leaders who run start-of-shift huddles and log abnormalities on the line or counter
- Maintenance and technical leads who decide when operators may adjust or reset equipment
- Service desk and field crew leaders who resolve customer faults on the first visit
- Continuous improvement champions who coach crews through small fixes

A supervisor cohort from one site or value stream gains most, because shared thresholds then hold on every shift.

## Empowered Frontline Problem Solving Capabilities

Participants shift from fixing faults for crews to building crews that fix them.

- Map which fault decisions sit with operators, team leaders and supervisors — shift escalation design
- Set tolerance bands and stop-the-line triggers for common abnormalities — quality and safety leads
- Coach operators through five-why and fishbone questioning at the point of work — crew capability
- Agree ownership commitments for containment and permanent fixes — operations managers
- Remove recurring blockers such as missing spares, unclear standards or slow sign-offs — site leadership
- Test whether frontline fixes hold using simple run charts and huddle boards — performance reviews

## Key Empowered Frontline Problem Solving Terms

- Abnormality — any departure from the expected standard of output, condition or behaviour that a crew can see at the point of work.
- Containment — the immediate action that stops a fault reaching the next process or customer while the cause is investigated.
- Decision rights — the agreed limits within which a role may act on a problem without seeking approval.
- Escalation threshold — the point at which a frontline fault must pass to a higher level because of risk, cost or time.
- Gemba questioning — coaching questions asked where the work happens.
- Huddle board — a visible display where a crew logs abnormalities, owners and the status of each fix.

## Empowered Frontline Problem Solving Day by Day

### Day 1: Frontline Faults in Context

- Abnormality Pareto From Shift Logs — Where Recurring Losses Really Originate
- Cost of Waiting for Approval — Downtime Versus Local Fix Trade-Offs
- Operator Voice Survey — Readiness of Crews to Own Faults
- Supervisor Time Audit — Firefighting Versus Coaching Balance
- Plant and Service Centre Cases — Patterns Worth Copying

### Day 2: Decision Rights and Thresholds

- Decision Rights Grid for Shift Roles — Who Acts Without Asking
- Tolerance Bands and Stop Triggers — When Crews Halt the Process
- Escalation Ladder Design — Risk, Cost and Time Limits
- Safety-Critical Exclusions — Faults That Always Go Upward
- Handover Rules Between Shifts — Keeping Open Faults Owned

## Day 3: Structured Problem Solving at the Point of Work

- Five-Why Questioning on Live Faults — Separating Symptom From Cause
- Fishbone Mapping With Operators — Selecting the Likely Cause to Test
- Plan-Do-Check-Act Mini Cycles — Proving a Fix Within One Shift
- Containment Versus Permanent Countermeasure — Choosing the Right Response
- One-Page Problem Report — Recording Learning for Other Crews

## Day 4: Coaching Crews Toward Autonomy

- Gemba Coaching Questions — Building Operator Judgement Instead of Answers
- Skill Matrix for Fault Handling — Deciding Who Is Ready for More
- Ownership Commitments at the Huddle — Naming Owner, Action and Check
- Blocker Log and Weekly Clearance — Spares, Standards and Sign-Offs
- Recognition of Crew Fixes — Reinforcing Ownership Without Blame

## Day 5: Practising the Frontline Problem Ownership Charter

- Huddle Board Simulation — Running a Shift of Live Abnormalities
- Applying the Decision Rights Grid — Testing Thresholds Against Real Faults
- Coaching Role-Play With Feedback — Five-Why Questioning Under Time Pressure
- Run Chart Review of Fixes — Confirming Countermeasures Hold Over Time
- Frontline Problem Ownership Charter — Final Draft for Site Sign-Off

## Applying Empowered Frontline Problem Solving After the Course

- Pilot the decision rights grid and escalation ladder with one shift crew for four weeks, logging every fault decided locally on the huddle board.
- Lead weekly blocker clearance with maintenance and stores, closing the three most frequent causes that stop crews fixing faults themselves.

## Empowered Frontline Problem Solving Questions FAQ

### What is empowered frontline problem solving and why does it matter now?

Empowered frontline problem solving means crews detect, contain and fix everyday faults within agreed limits. It matters now because leaner shifts and faster fault signals leave little time to wait for approval, so local ownership protects output, quality and morale.

### Which roles gain most from empowered frontline problem solving training?

Operations supervisors and shift team leaders gain most. Maintenance leads and improvement champions also benefit, since they set operator limits.

## How does empowered frontline problem solving differ from a general delegation course?

Empowered frontline problem solving focuses on live operational faults rather than delegating tasks or projects. You work with tolerance bands, stop triggers and huddle boards at the point of work.

## What do you bring back from empowered frontline problem solving training?

You bring back a drafted charter for your area. It sets out decision rights, escalation thresholds, coaching routines and blocker clearance, ready to pilot with one crew.

## Empowered Frontline Problem Solving: The Way Forward

The Frontline Problem Ownership Charter first informs which faults a crew may now fix without calling the supervisor. Shift leaders, operators and maintenance planners use it at every huddle and handover. After its first month, revisit the escalation thresholds against the run charts, widening limits where fixes held and tightening them where repeat faults returned.