

# 8D Problem Solving



for Quality Leaders, Managers, Process Engineers, Technicians, Supervisors, Customer Support Team

**17 & 18 November 2016 (9.00 am – 5.00 pm), Sunway Hotel Seberang Jaya**

The Ford Motor Company developed the 8D (8 Disciplines) Problem Solving Process, and published it in their 1987 manual, "Team Oriented Problem Solving (TOPS)." This has become well recognized in the industry as 8D process. Ford created the 8D Process to help teams deal with quality control and safety issues; develop customized, permanent solutions to problems; and prevent problems from recurring. Although the 8D Process was initially applied in the manufacturing, engineering, and aerospace industries, it's useful and relevant in any industry. As companies deal daily with Product and Process issues, 8D problem solving principles and methodology will help companies respond to any problems in rapid manner but also deal with the problems thoroughly to ensure that the root causes of the problem are determined, validated, the solutions implemented will prevent the recurring of the problems.

## Learning Objectives/Outcomes

**100% SBL claimable**

- ✓ To develop a practical understanding for the 8D Problem Solving principles and methodology
- ✓ To implement effective team based problem solving techniques
- ✓ To utilize Root Cause Analysis tools such as fish bones, 5 Whys to determine real causes of the problems
- ✓ To implement effective corrective or preventive actions to eliminate the recurrence of the problem

**Normal Fee: RM1000** per participant

Register by 04 Nov 2016, or Group of 2 or 3 Participants: **RM920/Participant**  
Group of 4 or 5: **RM880/Participant**

*Certificate of participation will be awarded upon completion of the program*

## Program Outline

1. Problem Solving – Why do we need it?
  2. What's a structured problem solving approach - PDCA
  3. Introduction to 8D (Eight Disciplines) Problem Solving
    - History and Origin
    - Adoption of industries as problem solving standards
  4. 8D Problem Solving Process
    - Introduction to 8D
    - DMAIC & Six Sigma – Compare DMAIC to 8D & PDCA – which one to use?
    - What's a 8D report? Documentation and Examples of 8D report
- D0 – Plan- prepare for the 8D Process**
- Getting started – what to expect
  - Problem identification and selection
  - Using Pareto Chart effectively to select the problem
- D1 - Build the Team – Team Approach**
- Team selection and makeup – who should be in your team?
  - Case Study: Determine team members, design data/ facts collection plan and perform initial data collection run

- D2 - Describe the Problem**
- Collecting and interpreting data
  - Problem statements – IS/ IS NOT and 5W1H approach to scope the problem
  - Conduct Process Mapping/ Flow Charts/ VSM to visualize the process and gaps
- D3 - Implement a temporary Containment action (Countermeasure)**
- Containment strategies –Considerations for effective containment plan
  - Potential issues with effectiveness of containment actions
- D4 – Identify and Eliminate Root Causes**
- Root cause analysis methodology
  - Structured brainstorming techniques
  - Construct Ishikawa (Fishbone) Diagrams
  - 5 Why Analysis – How to ask WHY WHY effectively?
  - Understand Cause of Defect occurrence vs. Cause of Defect Escapes
  - Case Study: Use structured brainstorming methods, and a fishbone diagram to identify and classify possible root causes
  - Validate all the identified cause

- D5 - Develop Permanent Corrective Actions**
- Developing an Action Plans
  - Evaluate best action plans
  - Error Proofing (Poka Yoke) Solutions – Processes and devices
  - Voting to reach consensus on prioritization of corrective actions – eg. Nominal Group Technique
- D6 - Implement and Verify Corrective Actions**
- Putting the Action Plan into place – Cross functional management support
  - Corrective Action Tracking matrix
  - Force Field Analysis
- D7 - Prevent Recurrence**
- Identifying recurrence issues – Establish a Control Plan
  - Control Charts & Basics Concept of SPC
  - Improve Process Capability
- D8 - Congratulate Your Team**
- Celebrate Team Success
  - Knowledge sharing
5. Sustaining 8D Culture
  6. Next Level

## The Trainer

**Mr Vincent Loh Khang Cheow** has graduated with Bachelor in Mechanical Engineering and Master in Industrial Engineering (specialized in Project Management) from National University of Singapore. Vincent has over 20 years of experience in Quality Improvement Program Strategic Planning and Implementation, Manufacturing, Product Engineering, Customer Support and Technical Marketing and Project Management. He has participated actively in ISO Business System Management and ISO audit, preparation activities. He was a Six Sigma Program Manager, Business System Manager and Factory Customer Support Manager. He has experience in the implementation of Lean Six Sigma. KC's knowledge of Lean Six Sigma includes Lean Six Sigma Program Office set up and management, conducting Kaizen events, Baseline studies, Six Sigma project selection, coaching and mentoring. He has been responsible to set up and deploy Toyota Production System (TPS), Lean Manufacturing system and Six Sigma program in a newly start up site. He was responsible to support the brand new greenfield site to deploy TPS LEAN system and culture while building up long term capability in using DMAIC tools in Six Sigma to improve the operations. He has also involved actively in setting up a Six Sigma program office in a major site with more than 2500 employees. He was responsible for providing Six Sigma training, coaching and project consulting support for Six Sigma implementation efforts in this site. He also worked actively with management to set up six sigma governance process to identify and scope Six Sigma projects to drive achieving company KPI and savings.

**For Registration Form, Contact Miss Ng or download from [www.XcelLearn.com](http://www.XcelLearn.com)**

**Customised In-house training also available.**

**04 – 640 1616**

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**“Excel in Learning for Superb People and Organisation Performance”**



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**Sunway Hotel Seberang Jaya**

### REGISTRATION FORM

	Name of Participant(s)	I/C No	Designation	Vegetarian(✓)
1.				
2.				
3.				
4.				
5.				

Company Name \_\_\_\_\_

Company Address \_\_\_\_\_  
 \_\_\_\_\_

Contact Person \_\_\_\_\_

Designation \_\_\_\_\_

Tel \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

Nature of Business \_\_\_\_\_

Enclosed is the Cheque (No: \_\_\_\_\_) of RM \_\_\_\_\_, crossed and made payable to **“XCELLEARN RESOURCES BHD” (AmBank (M) Berhad A/C No: 093-201-200414-5)**.

Do you need us to assist you on the booking of hotel accommodation? Yes  No

If yes, please specify:

Check-in Date \_\_\_\_\_

Check-Out Date \_\_\_\_\_

\* The hotel accommodation is subject to availability. Please re-confirm with the coordinator before the training and make payment directly to the hotel on check-in date.

#### Terms & Conditions

1. The above registration fee is 100% claimable under SBL scheme. Please apply to HRDF for approval before the commencement of the program.
2. The fee is inclusive of training materials and meals (2 Tea Breaks and 1 Lunch) at the hotel.
3. If notice of withdrawal is given in writing before the confirmation of your registration, no fee is charged. No cancellation is allowed once confirmation letter is forwarded to you. If the registered participant is unable to attend, a substitute is allowed. No refund if participant does not turn up or being substituted on the training day.
4. Cheque should be crossed & made payable to **“XCELLEARN RESOURCES BHD” 1 WEEK BEFORE** training.
5. **XcelLearn** has the right to change the dates, time, venue, trainer or cancel the training scheduled due to circumstances beyond its control.

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