8D (Eight Disciplines) Problem Solving Methodology

SBL HRDF claimable

There is an increasing awareness that problem solving skill among employees is an important and essential critical skill for company success and to remain viable in today's very competitive environment. The **8D (Eight Disciplines) Problem Solving Methodology** is a step-by-step problem solving methodology pioneered by Ford Motor Company through its Team Oriented Problem Solving Global 8D Process. It is a highly effective approach to finding root causes, development of proper actions to eliminate root causes, and implementation of permanent corrective action.

The 8D process uses a combination of effective techniques and tools to focus a cross functional team through a very detailed analysis of the problem. When followed diligently, 8D will lead to the discovery of the root causes and possible solutions with consideration of cost, timing, effect on customers, and the impact on the organisation.

The workforce's improved capability to 8D Method problem-solving is a necessary requirement in Zero Defect (ZD), 6 Sigma, FMEA, ISO/TS 16949, ISO 9001, TQM and Lean Manufacturing.

In this 2-day practical workshop, participants will learn through a step by step instructional process of preparation, establishing a team, brainstorming, to systematically analysing and preventing problems from recurring. In addition, participants will learn the practical problem solving tools required by the 8D process. Through the workshop, participants will be able to appreciate why implementing and using an 8D problem solving methodology using a multi-disciplined team is beneficial and important, especially when meeting customer expectations.

Participants will also learn why implementing and using an 8-D problem solving methodology by using a multi-disciplined team is beneficial and important, especially when meeting customer expectations. Participants will learn through a step by step instructional process of; preparation, establish a team, brainstorming, to systematically analyze and prevent problems from recurring.

TARGET AUDIENCE

For anyone who wishes to acquire the skills using systematic approach to solve problems. Cross-functional project team leaders & members from both the manufacturing & service sectors including oil & gas, electronics, transportation, telecommunication, banking & finance, logistics, healthcare, government, public service, etc.

COURSE OBJECTIVES

- Understand & use the 8D process to solve problems
- Have an understanding of the practical application of the supporting tools required for successful problem resolution
- Apply the appropriate problem-solving tools throughout the problem solving process

COURSE OUTLINE

1) INTRODUCTION TO THE 8D PROCESS
Introduction to 8D
The 8D Process Flow
- The Flow of Countermeasures
- Types of Countermeasures
The 8D Report Format
Problem Definition & Perception

Problem Solving Process and Models
The 8D Approach to Problem Solving
Corrective Action / Preventive Action and 8D Method
The Problem Encountered while Implementing 8D
- 8D Checklist • 8D Examples / Ten Actions Verbs
- The Management Cycle of Verification & Validation
- Example of Good 8D Reporting
- Example of Bad 8D Reporting Workshop Exercise

2) DETAILED EXPLANATION OF THE 8D PROCESS
D0 : Preparing for the 8D Process
  - Define & Quantify Symptom
  - Identify Customer & Affected Parties
  - Determine Emergency Response Action (ERA)
D1 : Establishing the Team
  - Group Problem Solving
D2 : Describing the Problem
  - Problem Statement
  - Object, Concern, & Quantification
  - Develop Interim Containment Action (ICA)
D3 : Define Root Cause
  - Develop Interim Containment Action (ICA)
  - Validation of 'Permanent Corrective Action'
  - Verification & Validation of 'Interim Containment Action'
D4: Define/ Verify the Root Cause / Escape Point
  - Cause & Effect Analysis
  - Verification of Root Cause
D5 : Choose the Corrective Action & Verify
  - Verify the Permanent Corrective Actions (PCA) for Root Cause & Escape Point
  - Mistake Proofing
D6: Implement & Validate Permanent Corrective Actions (PCAs)
  - Validation of 'Permanent Corrective Action'
D7: Prevent Recurrence
  - Standard Operating Procedures
  - Poka-Yoke (Mistake Proofing)
D8 : Recognise Contributions of the Team & Individuals
  - Recognition Methods

3) WORKSHOP ON PREPARING AN EFFECTIVE 8D REPORT

FREE BONUSSES

#1: Just for You - A Subliminal CD to Generate Creativity Instantly & Effortlessly!

#2: A subliminal CD on Hypnotherapy for Inner Peace by Julie Dittmar (USA) to control stress while you sleep! An excellent tool to combat stress & work fatigue.

#3: An EBOOK on Mind Power Exercises, Visualization & Creative Games.

#4: A MIND MOVIE to enhance success, creativity & peak performance at the workplace. Getting results desired & achieving health goals effortlessly, easily & successfully where believing in yourself matters

TRAINER PROFILE - TED TAN SWEE HUA

Ted Tan has a total of 18 years of experience in semiconductor manufacturing fields. He holds a B (Sc) Electrical Engineering (University of Michigan, US) .

He started his career with Motorola Semiconductor Malaysia as an equipment engineer from 1990 to 1995. In his role as a equipment engineer, he worked extensively on a project to integrate product tester to manufacturing process equipments to check on product functionality. He was later promoted to Senior equipment engineer in charge of overall front-end process equipment maintenance activities.

From 1999 to 2008, with response to zero customer incident initiative, Ted was was in charge of process engineering in addition to his equipment responsibilities. In this new role, he implemented in- process quality inspections for all the products in QFP backend assembly operations. These in-process quality inspections were part of quality control (QC) based on Six Sigma methodology using Statistical Process Control with CPK & X bar R charts to control molding and trim & form processes.

In his equipment responsibility, he was in charge of preventive maintenance of all metrology systems in the QFP back-end operations. Perform gauge GR&R, bias, discrimination, linearity & stability studies to ensure the metrology system's integrity. He participated in the following yield improvement projects:

* Implemented AutoMark software system to reduce material scrap due to wrong marking on product caused by system and/or human error.

* Applied problem solving methodology to reduce mechanical defects.

Involved in Environment Preferred Product (EPP) project to implement a fool proof system to safe guard misprocessing of Lead-Free and non Lead-Free products.
He later was appointed as the departmental champion for Error Proofing to co-ordinate Poka Yoke activity & training for QFP Assembly Operations. As part of Process Change Enhancement (PCE), Ted championed the Piece Part Validation project at back-end operation utilizing the Shop Floor Control (SFC) software to validate correct piece part being used in mold process.

He also deployed mold compound part number, thaw time and floor life expiry validation for mold process. For trim & form process, Ted implemented the machine to product/ package validation to ensure correct product/package type was processed at the designated machines to eliminate misprocessing of production materials in machine not configured for the product/package type. Other projects include Electronic Positrol log, Interactive Out Of Control Plan (OCAP) & Disaster Recovery Plan.

Ted is an excellent trainer, having conducted many training programs for Motorola. He is able to take a complex subject & make it easy to understand. The technique he teaches are practical & readily applicable at the workplace based on his 18 years experience working in semiconductor manufacturing field a top engineer. His qualifications, work experience, technical & management background & expertise makes him an extremely capable trainer.

ORGANIZED BY   STRATEGIC PARTNER

iTRAINING EXPERT.com
corporate training and consultancy

STRATEGIC FORUM EXPERTISE

Organised by: **iTRAINING EXPERT.com,** training arm for The English Expert Publishing and Training Group
FOR REGISTRATION CALL 03-8075 9056, FAX 03-80704164
OR EMAIL: iTrainingExpert@gmail.com/ info@iTrainingExpert.com
Office: No 6-3, Jalan Persiaran Puteri 1, Bandar Puteri, 47100 Puchong, Selangor, Malaysia.
www.iTrainingExpert.com

REGISTRATION FORM

Please register the following personnel to attend the training as stated below. Please photocopy for Multiple bookings.

Registration date: _____

Training Program Title: _____

Training Program Date: _____

Name: _____

Designation: _____

Email: _____

Office (Direct Line) _____

Mobile Phone: _____

Name: _____

Designation: _____

Email: _____

Office (Direct Line) _____

Mobile Phone: _____

Name: _____

Designation: _____

Email: _____

Office (Direct Line) _____

Mobile Phone: _____

Company Name: _____

Company Address: _____

Contact Person: _____

Designation: _____

Office (General Line) _____

Office (Direct Line) _____

Fax no: _____

Email: _____

Authorised Signature	Company Stamp

4 EASY WAYS TO SIGN UP

Call   (6) 03- 8075 9056
Fax   (6) 03- 8070 4164
Email   info@itrainingexpert.com
Mail   No 6-3, Jalan Persiaran Puteri 1
         Bandar Puteri, 47100 Puchong
         Selangor, Malaysia.

TRAINING INVESTMENT

Individual Pricing   RM1880.00   ☐

Group Pricing   RM 1680.00   ☐
(2 pax & above)

UPCOMING TRAININGS

Check out the latest events at

www.iTrainingExpert.com

CANCELLATION POLICY

You may substitute the participants any time. For cancellation in writing (letter/email) in more than 14 days prior to the training we will prepare a full refund. For cancellation in writing in 7 to 14 days prior to the training, a 10% cancellation fees will be charged. Cancellation in less than 7 days prior to the training ate carry a 100% liability. However, the course material will be couriered to you.

PROGRAM POLICY

Please note that consultant and topics are confirmed at the time of publishing. However, circumstances beyond the control of the organizers may occur. We reserve the right to alter or modify the advertised speakers/ topics if

PAYMENT DETAILS

Payment is required within 7 days upon receipt of the invoice. All payment must be received 7 working days prior to the training date.

Bank Cheque or Bank Draft
Payable to :
THE ENGLISH EXPERT PUBLISHING AND TRAINING
Bank in to Hong Leong Bank Berhad
A/C No: 05700039273