



SINGAPORE QUALITY INSTITUTE

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ROS Ref No: ROS 245/1970 TAP GST Reg No: M90010688N

8-DISCIPLINE METHODOLOGY PROBLEM SOLVING & IMPROVEMENTS

INTRODUCTION

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 8-Discipline problem-solving methodology (also called "8-Step Plan" or TOPS – "Team Oriented Problem- Solving") is a structured procedure use to arrive at the root cause of a problem.

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.

COURSE OBJECTIVES

The course is to provide the participants with the necessary skills and knowledge to perform and implement 8D problem-solving in their workplace.

COURSE CONTENT

- Introduction to 8D
- Problem Definition & Perception
- Problem Solving Process and Models
- The 8D Process
- The 8D Report Format
- The 8D Approach to Problem Solving
- Corrective Action / Preventive Action and 8D Method
- The Problem Encountered while Implementing 8D
- 8D Checklist
- 8D Examples
- Workshop Exercise

WHO SHOULD ATTEND

For anyone who wishes to acquire the skills using systematic approach to solve problem

TRAINING METHODOLOGY

1. Use Team Approach

Establish a small group of people with the knowledge, time, authority and skill to solve the problem and implement corrective actions. The group must select a team leader.

2. Describe the Problem



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Describe the problem in measurable terms. Specify the internal or external customer problem by describing it in specific terms.

3. Implement and Verify Short-Term Corrective Actions

Define and implement those intermediate actions that will protect the customer from the problem until permanent corrective action is implemented. Verify with data the effectiveness of these actions.

4. Define and Verify Root Causes

Identify all potential causes that could explain why the problem occurred. Test each potential cause against the problem description and data. Identify alternative corrective actions to eliminate root cause.

5. Verify Corrective Actions

Confirm that the selected corrective actions will resolve the problem for the customer and will not cause undesirable side effects. Define other actions, if necessary, based on potential severity of problem.

6. Implement Permanent Corrective Actions

Define and implement the permanent corrective actions needed. Choose on-going controls to insure the root cause is eliminated. Once in production, monitor the long-term effects and implement additional controls as necessary.

7. Prevent Recurrence

Modify specifications, update training, review work flow, and improve practices and procedures to prevent recurrence of this and all similar problems.

8. Congratulate Your Team

Recognize the collective efforts of your team. Publicize your achievement. Share your knowledge and learning

AWARD OF CERTIFICATE

Certificate of Attendance will be issued to participants who have attended at least 75% of the course.

DURATION

2 Days (9:00am – 5:00pm)

COURSE FEES

Member: \$428 Non-Member: \$449.40. All fees inclusive of 7% GST.
(Fees inclusive of 2 tea breaks, training material & certificate of attendance)

FOR RESERVATION

Contact Jeffrey Tan @ 98183736 (email: jeffreytan@sqi.org.sg) or fax: 64674226



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