8-DISCIPLINE METHODOLOGY PROBLEM SOLVING & IMPROVEMENTS

Quality Tools & Techniques

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, IATF/TS 16949, ISO 9001, TQM and Lean Manufacturing.

Objectives

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

Duration

2 days | 9am – 5pm | 14 hours

Who should attend

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

Course Fees

Member: S$448.20
Non-Member: S$469.80
Registration Fee of S$17.28 apply
SDF funding & SkillsFuture applicable
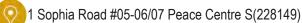*All fees stated are inclusive of 8% GST*

Award of Certificate

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

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DAY 1:
What are Problem Definition, Perception and Solving?
Why use a structured process?

Introduction to 8D history & 8D Model:
• D0 Prepare for the process
• D1 Use a team approach
• D2 Describe the problem
• D3 Implement and verify containment activity
• D4 Define root cause
• D5 Develop permanent corrective actions
• D6 Implement and verify corrective actions
• D7 Prevent recurrence
• D8 Congratulate your team

Introduce to 8D Reference Card, Comparing 8D to DMAIC and PDCA
The 8D Documentation and examples

Problem Solving Tool Selection Matrix
• Selecting the right tool for the job

D0 Prepare for the Process
• Getting started
• Problem selection
• Pareto charts
• Run Chart

D1 Use a Team Approach
• Team purpose, selection and formation
• Team meeting technique
• Questions and Checklists

D2 Describe the Problem
• The importance of collecting and interpreting data (variable vs. attribute type)
• Problem description technique
• Process mapping
• Questions & Checklist

D3 Implement and Verify Containment Activity
• Interim Containment Action (ICA) strategies -Thinking outside the box
• Problems with containment
• Questions and Checklist

D4 Define Root Cause
• Root cause analysis methodology
• Structured brainstorming techniques
• Cause and Effect (Fishbone) Diagrams
• Repeated Whys (5 Whys)
• Fault Tree Analysis
• Affinity Diagram
• Questions & Checklist

DAY 2:
D5 Develop Permanent Corrective Actions (PCA)
• Developing an Action Plan
• Error Proofing (Poka Yoke)
• Questions and Checklist

D6 Implement and Verify Corrective Actions
• Putting the Action Plan into place
• PDCA
• Run Chart
• Questions and Checklist

D7 Prevent Recurrence
• Identify recurrence issues
• FMEA
• Control Charts and Basics Concepts of SPC
• Questions and Checklist

D8 Congratulate Your Team
• 8D Auditing
• Summary and Wrap-up
• Checklist

Introduce standard 8D Report Format
Case Studying: Introduce 8D report sample and procedure from 2-Company.
Workshop Exercise

Please refer to this URL
https://www.sqi.org.sg/courses/
or QR Code for soft copy
and updated training schedule

Membership Application

Register membership online at **www.sqi.org.sg/membership-join/** or contact us to get the membership application form.

Membership Categories:
~ Organisation membership
~ Individual membership

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