8D WORKSHOP

DURATION: 2 DAYS
TIME SCHEDULE
Time: 9:00am to 5:00pm
Break: 10:15am to 10:30am and 3:15pm to 3:30pm
Lunch: 1:00pm to 2:00pm

INTRODUCTION

This program provides participants with the basic concept of 8D problem solving. It will explain the process and techniques used in response to customer crisis or complaints. With the increase in global competition, the 8D concept becomes more important in managing customers systematically. The methods shared will help participants to organize and manage customer feedback system properly.

BENEFITS

Upon completion of this program, participants will be able to:
- Understand the basic concept of 8D
- Use the quality tools & techniques
- Apply the 8D discipline process

KEY CONTENT

MODULE 1 - 8D INTRODUCTION
- What?
- Why?

- History
- Benefits
- Fundamentals And Basic Rules

MODULE 2 - D1: TEAM FORMATION
- Title
- Cross Functional Team
- Who Should Be In The Team
- Benefits And Problem

MODULE 3 - D2: PROBLEM DESCRIPTION
- Understanding The Issue
- Definition By Customer – Defect Mode
- Detail Information – Measurable?
- Symptom -> Problem Statement -> Problem Description
- Tools
  - Is/Is Not
  - Check Sheets
  - Histogram
  - Graphs

MODULE 4 - D3: Interim containment action (ICA)
- Isolating The Problem From The Customer
- Actions
  - Immediate Action
  - Process Containment
  - Detection Containment
  - Risk Assessment
  - Containment Actions Plan

MODULE 5 - D4: ROOT CAUSE ANALYSIS
- Chronology
- Tools & Techniques
  - Brainstorming
  - Fishbone Analysis
  - Fault Tree Analysis
  - 3x5 Why
  - Why, Why
- Root Cause Analysis Summary

MODULE 6 - D5: CORRECTIVE ACTIONS
- Define Corrective Actions Base On Root Cause Analysis Summary
- Alternative Solutions

MODULE 7 - D6: VALIDATE CORRECTIVE ACTIONS EFFECTIVENESS
- Data Collections
- Analysis And Verifications

- Control Chart

MODULE 8 - D7: PREVENTIVE ACTIONS
- Define Preventive Actions
- POKA Yoke
- Standardization

MODULE 9 - D8: RECOGNIZE TEAM, INDIVIDUALS & CLOSURE
- Follow-Up On Actions In A Timely Manner
- Reviewed And Approved Appropriately
- 8D Report Document Revisions Tracking
- Recognize And Celebrate

AUDIENCE
This course is suitable for Technicians, supervisors, engineers, executives, managers

METHODOLOGY
This program involves interactive lectures, case studies, small group activities, discussions, exercises, experiential learning and presentations.