



8D PROBLEM SOLVING METHODOLOGY



18 March 2021 (Thursday)

9.00 am – 5.00 pm



Introduction:

Whenever there is a quality problem reported by the customer, we always have problem in writing an effective 8D report. The 8D methodology requires a team effort to ensure that there is communication between “interested parties” and that interactions are identified and effects assessed.

Who Should Attend:

Managers, Engineers, Supervisors, Clerical Staff, and staff involved with writing 8D report.

Learning Outcomes:

By the end of this program, participants will be able to:

- ✓ Describe what is the 8D system;
- ✓ Use team approach to solve problems;
- ✓ Describe the problems effectively;
- ✓ Contain the problems;
- ✓ Identify the root causes of the problems;
- ✓ Identify and implement corrective and preventive actions;
- ✓ Minimize or solve problems.

HRDF Claimable
Under SBL Scheme*

Methodology:

The course will be delivered through a combination of highly interactive and entertaining lecture/ explanation/ group discussions/ activities/ case studies and hands-on exercises.

Program Outline

9.00 am – 10.00 am	<p>Module 1:</p> <ul style="list-style-type: none"> ✓ Pre-Test ✓ Introduction to 8D ✓ The 8D System ✓ When an 8D is necessary <p>Module 2:</p> <p>D1-Team approach</p> <ul style="list-style-type: none"> ✓ The team basics ✓ Define scope of team ✓ Team structure ✓ Team meeting responsibility
10.00 am – 10.15 am	Short Break
10.15 am – 12.00 pm	<p>Module 3:</p> <p>D2-Describe the problem</p> <ul style="list-style-type: none"> ✓ Describe the problem ✓ 5W and 2H analysis ✓ Describe the problem flow ✓ Root cause analysis

*Please note that this is a **Public** program. According to HRDF Guidelines, for **Public** program, up until **maximum of nine (9) registered participants** per employer are allowable for training grant claim under SBL Scheme.

	<ul style="list-style-type: none"> ✓ Describe the problem phases <p>Module 4: D3-Define and implement containment actions</p> <ul style="list-style-type: none"> ✓ Contain symptom flow ✓ Containment actions objective ✓ Containment actions ✓ Containment action flow ✓ Verifying containment actions ✓ Containment actions verification questions
12.00 pm – 1.00 pm	Lunch
1.00 pm – 3.00 pm	<p>Module 5: D4-Identify potential causes</p> <ul style="list-style-type: none"> ✓ Using Fish Bone Diagram (4M 1E) ✓ Two types of root causes ✓ Using 5 Why analysis ✓ 6 steps of investigation ✓ Validate root causes ✓ Analyze what has changed <p>Module 6: D5-Choose corrective actions</p> <ul style="list-style-type: none"> ✓ Verify the corrective actions ✓ Corrective actions check-list
3.00 pm – 3.15 pm	Short Break
3.15 pm – 5.00 pm	<p>Module 7: D6-Implement permanent corrective actions</p> <ul style="list-style-type: none"> ✓ Corrective actions questions ✓ Ongoing controls ✓ Ongoing control questions <p>Module 8: D7-Prevent recurrence</p> <ul style="list-style-type: none"> ✓ Prevent recurrence questions ✓ Prevent recurrence flow <p>Module 9: D8-Congratulate your team</p> <ul style="list-style-type: none"> ✓ Sincerely and promptly ✓ Congratulate your team questions ✓ Post-Test

Course Leader

Mr Irman Kang holds a Certificate in Factory Management from Sanno Institute of Management, Japan. He also has a Certificate in Competent Toastmaster (CTM) from Toastmaster International, USA.

Mr Irman Kang has vast experience in conducting APQP, PPAP, FEMA, MSA, SPC, Effective 8D Approach, Poka Yoke, ISO 9001: 2015 and IATF 16949: 2016 programs. He has also conducted numerous trainings on 5S, 6S, 7QC Tools, QCC, Effective Supervision, Effective Communication, Effective Presentation, Project Transfer Management, Train-the-Trainer, OJT, and Performance Management for various industries.

Mr Irman Kang has over 30 years of working experience in Quality Management Systems, Human Resource Management, Operations, Quality Assurance, and also in Production. He covers wide ranges of clientele in various industries including MNCs and SMEs.

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Closing date for registration:
10 March 2021

PUBLIC PROGRAM

flexiEdge Training PLT
Shoptlot No. 9, Ground Floor,
Hotel Equatorial Penang,
1, Jalan Bukit Jambul,
11900 Bayan Lepas, Penang.
Tel/ Fax: 604-646 8377

Investment / Participation Fees

RM 265.00 (inclusive 6% SST) per participant

REGISTRATION FORM

CONFIRMED



8D Problem Solving Methodology

18 March 2021 (Thursday), 9.00 am – 5.00 pm

Remote
Online
Training
via



No.	Name of Participant(s)	Designation	*Self-Sponsored? (please tick <input type="checkbox"/>)
1			
2			
3			
4			
5			
6			

Registration Submitted By:

Company Name:

Company Address:

Contact Person:

Designation:

Tel:

Fax:

Email:

Payment: Enclosed herewith Cheque/ Bank Draft (No. _____) amounting to RM _____ for _____ () participant(s), crossed and made payable to

“flexiEdge Training PLT” OR

Bank in / transfer to our CIMB Bank A/C No.: 800 794 3431 and email us the bank in/ transaction slip to administrator@flexiedge.com.my

****For self-sponsored participant(s), registration will only be confirmed if full payment is received before program.***

Kindly send your completed registration form through email to Ms. Felicia Tham/ Mr. Quah Eng Siang at administrator@flexiedge.com.my or through fax to 04-646 8377.

For further enquiry, please contact Ms. Felicia Tham/ Mr. Quah Eng Siang of flexiEdge Training PLT at Tel: 04-646 8377/ 012-479 8377/ 013-588 3355

Terms and Conditions

- Fees are inclusive of soft copy program materials (in pdf) and e-certificate of attendance.
- Program confirmation will be given through email before the program date.
- (a) Cancellation / notice of withdrawal must be given in writing (email) to us before program confirmation, no fee shall be charged.
(b) No cancellation is allowed once our program confirmation is emailed to you. However, if registered participant is unable to attend, **only replacement from the same company is allowed. Participant(s) who registered but does not turn up on training day shall be fully billed. No refund if participant/ replacement does not turn up on the training day.**
- flexiEdge Training PLT has the right to change the dates, time, venue, course leader or cancel the scheduled training due to unforeseen circumstances beyond its control.

Visit us at www.flexiedge.com.my

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