



## CQE Training & Consultancy Plt (Reg. No. : LLP0003668-LGN)

Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

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# CREATIVE 8D PROBLEM SOLVING METHODOLOGY (PUBLIC / IN-HOUSE TRAINING PROGRAMME)

**Overview of the 8D Steps**

- Discipline 1: Select the team.
- Discipline 2: Describe the problem.
- Discipline 3: Implement & verify interim containment measures.
- Discipline 4: Define and verify root causes.
- Discipline 5: Identify and verify corrective actions.
- Discipline 6: Implement permanent corrective actions.
- Discipline 7: Prevent recurrence.
- Discipline 8: Recognize the team and report out to customers.

**8D 8 DISCIPLINAS TOPS**

**WHERE**  
**HOW**  
**WHAT**

**SBL  
Scheme**

## Introduction

There is an increasing awareness that problem solving skill among employees is an important and essential critical skill for organization success and to remain viable in today's very competitive business environment. Employee empowerment and involvement has made a breakthrough in employees' thinking to take responsibility for the processes that are under their control. However employees' today are plagued with increasing demands for attaining higher performance goals and sustaining performance that demands employees ability to solve problems and apply discretion where they do not normally do so until very recently.

The quality revolution has brought about increasing customers' demands and higher expectation to lower cost of production to maintain profitability. These twins conflicting objectives mean that the workforce including management personnel must constantly collaborate and deploy intelligence throughout the organization. This is necessitated by the need to co-opt the whole workforce in this collaborate process to deal with problematic issues that are being faced by all organizations with incessant rapidity. The workforces' improved capability to solve problem become a necessary requirements in any continuous improvement journey embarked by any organizations.

## Objective

**Also available as  
in-house programme.**

After attending the course, participants should be able to :-

- ✓ Organized method of approaching a problem and the thinking habit that is essential to ensure a successful problem solving in the organization;
- ✓ Recognize the type of problem or failure and know how to apply the right tools to collect information and analyze the data for developing effective solution;
- ✓ Exposed to 8D Problem Solving Process and how 8D are used to support other systems;
- ✓ Applying effective Root Cause Analysis (RCA) in 8D problem solving process;
- ✓ Learn how to track, check and monitor the implementation by using a Problem Progress Report.



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## Contents

### Day 1

- ✚ D1 : Use Team Approach
- ✚ D2 : Describe The Problem
  - ✓ Operational definition
  - ✓ Problem characteristics
  - ✓ Cause & effect diagrams
  - ✓ Optional actions
- ✚ D3 : Implement and Verify Interim Containment Action (ICA)
  - ✓ Decide to use ICA
  - ✓ Decision criteria : Givens and Wants
  - ✓ Possible choices
  - ✓ Compare possible choices
  - ✓ Risk analysis
  - ✓ Final balanced choice

### Day 2

- ✚ D5 : Choose and Verify PCA (Permanent Corrective Action)
  - ✓ Decision criteria
  - ✓ Team composition evaluation
  - ✓ List of PCA
  - ✓ Choice of PCA
  - ✓ Customer's Agreement
  - ✓ Re-evaluate ICA
  - ✓ Final PCA choice
- ✚ D6 : Implement Permanent Corrective Actions
  - ✓ Evaluate Team composition
  - ✓ Develop action plan
  - ✓ Identify and implement control
  - ✓ Implement actions of Step 2
  - ✓ On-going controls
  - ✓ Notify and formalize change actions

- ✚ D4 : Define and Verify Root Cause
  - ✓ Comparative analysis
  - ✓ Possible causes
  - ✓ Likely causes
  - ✓ Verify root cause
  - ✓ Root Cause Analysis (RCA)



- ✚ D7 : Prevent Recurrence
  - ✓ Review history of the problem
  - ✓ Recommend changes and improvements
  - ✓ Develop and implement action plans

- ✚ D8 : Congratulate Your Team

8D Report

Summary

Glossary

## Who Should Attend

**P**roduction and Operation Executives, Engineers and Supervisors, Quality, Technical, Engineering and those involved in Project Improvement activities in any organization.



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## Duration

2 days

## Training Methodology

The program would be conducted by using the following materials / aids :-

- ✓ Course Note
- ✓ OHP / LCD
- ✓ Group Activities
- ✓ Lecturettes

**Systems2win 8D Problem Solving** for SAMPLE problem

Author: <name>

**Instructions**  
See full instructions on the Action worksheet and Help worksheet. This worksheet just summarizes findings & results.

**Header Data**

8D Type	Supplier Corrective Action
CAR #	CAR-1001
RMA #	RMA-10001
NCR #	NCR-100001
Supplier or Customer Name & #	Old Reliable Inc. Supplier # ABC-123
	Billy Bob Bumblebat, Project Manager
	555-567-5655 x123
Supplier or Customer contact info	bbb@OldReliable.com
	Ima Watchin
	Plant C, Polishing Work Cell 5, Shift A
	555-555-1234 x456 call 555-444-1234
Initiator contact info	ImaWatchin@OurCo.org

**Status**

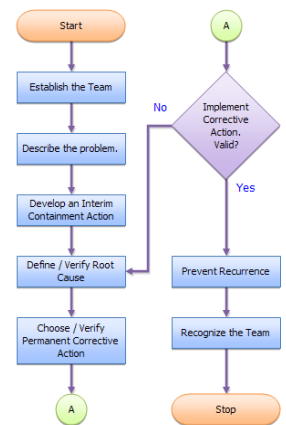
Release Approval Status	Approved
Release Date	1/3/2011
Target Resolve Date	1/19/2011
Status	Late
Revision # (also see RevLog)	Rev 2.1
Revised Date	1/21/2011
Request for Final Closure	<name, title, date>
Approval for Final Closure	Approved
Actual Resolve Date	

**Discipline 1) Establish the Team** (follow Links for contact info, and role clarification)  
You can Hide Rows, but do not insert or delete rows in this Team section

Team Member Name	Role	Skills	Department
Jane Goodatall	Team Leader, Continuous Improvement Team		
Cam Getardone	Champion, Plant Manager		

**Functional Flow Chart**

### FlowBreeze: 8-D Process Flowchart



### Developing Problem Solving Skills

