Quality LearningHub & Consultancy Singapore
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8-DISCIPLINE PROBLEM SOLVING METHODOLOGY

Introduction:

Problems are encountered frequently in the workplace and additional time and resources are required to find solutions. However, in the essence of being productive (the need to find a fix immediately), implementing ways to eliminate the root cause of such problems can be complex and challenging.

The 8-Discipline problem solving is a step-by-step problem-solving methodology popularized by Ford Motor Company. With the 8D problem-solving process, project teams are chartered to solve problems by eliminating the root cause of the problem and reduce its future occurrence.

Course Objectives:

Upon completion of the course, participants will be able to:
- Appreciate what 8D is and how it enables organizations to efficiently resolve quality-related problems
- Learn the key phases and elements of 8D
- Understand how to use 8D to avoid future problems
- Confidently apply the 8D process to analyze and eliminate problems

Course Contents:

Morning Session

1.0   Overview Quality Concepts and application of tools and techniques for various situations
1.1   Quality Concepts, Customer, Value and Non-Value, Waste and Variation
1.2   Overview of evolution of Quality, Improvement Approaches and initiatives and Various Quality metrics & Lean metrics

2.0   Overview of tools and techniques
2.1   Straight forward Process Issues
2.2   Complex Process Issues
2.3   Management Planning and Analysis
2.4   New Product Concept and Evaluation
2.5   Product Design and Development
2.6   Prediction and Prevention purposes
2.7   Control and Sustaining purposes
2.8   Identification of Value/Non-Value activities
2.9   Case Study and Discussion

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Afternoon Session

3.0   Purpose of 8-Discipline and its Methodology
3.1   Origin of 8-Discipline
3.2   Importance of Team in 8-Discipline
3.3   Product, Process Problem Analysis using 8-Discipline Steps and Tools and techniques use in each Discipline
3.4   Case Study, Exercises and Discussion

Who Should Attend:

Managers, Engineers, Supervisors, Executives, Team Leaders, Technicians or anyone who are involved in system implementation, maintenance and actively participating in problem solving process. This workshop is also beneficial for any Personnel who wish to know more about the 8D problem solving method.

Training Methodology:

Participants are guided through practical steps of the topic with a combination of mini-lectures, group activities, discussions, hands-on exercises, games and Q&A sessions in this interactive workshop.

Award of Certificate:

Participants will be issued with a Certificate of Successful Completion upon meeting 75% of the required course attendance.

Duration:

1 day (7 hours)

Course Fee:

$300 nett per trainee (GST is not applicable).

(Course fee is inclusive of all training materials and light refreshments.)