



Eliminate Quality Problems Using 8D Approach

June 4- 5, 2018 | 9.00am - 5.00pm | Concorde Hotel Shah Alam

FACILITATOR

Encik Muhammad Zamree is a certified Six Sigma Master Black Belt from Dephi, US. He is currently a System Consultant and Trainer of his own consultancy firm. He has more than 16 years of experience in manufacturing management process especially in lean and six sigma. He also has been involved in manufacturing process which covers from concept and design stage, prototyping and qualification, line design, process analysis, to process improvement and process control stages that he applied during his past working experiences. Locally, he has also conducted programmes for organisations like the Malaysian Productivity Corporation, KWSP, Time Dot Com, Bank Muamalat, Felcra Berhad, MTBE Sdn Bhd, Proton, Elektrisola (M) Sdn Bhd and Delphi Packard (M) Sdn Bhd. His areas of specialisation include Manufacturing Design Tools, 8D Technique, Advanced Product and Quality Planning, Design/Process FMEA, MSA and GR&R, Statistical Process Control, Process Mapping Techniques, Design of Experiments, Regression Analysis, 5S, Visual Management, Lean Manufacturing, 7QC Tools, Kanban Systems, TPM and Six Sigma. He has extensive experience in providing management system implementation support for companies striving to enhance their business effectiveness. His strengths lie in his proven ability to work throughout diverse organisations establishing management systems that significantly improve process effectiveness and organisational results.

ADMINISTRATIVE DETAILS

Dates : **June 4 - 5, 2018**

Time : 9.00 am – 5.00 pm

Venue : **Concorde Hotel Shah Alam**

8 Jalan Tengku Ampuan Zabedah C9/C
40100 Shah Alam, Selangor Darul Ehsan

Fees : FMM Members – RM 1,200 per participant

Non Members – RM1,500 per participant

(Fees include course materials, Certificate of Attendance, lunch and refreshments)

*** Enjoy 10% for registration of two (2) and 20% discount for registration of three (3) or more participants from the same organisation and of the same billing source.**

OBJECTIVES

- ◆ Understand 8D corrective actions and problem solving process
- ◆ Identify and use the right tools for each 8D process step
- ◆ Perform and implement 8D in any real life scenario
- ◆ Produce proper documentation of the problem solving process for future guidance and reference

CONTENTS

- ◆ Origin of 8D
- ◆ 8D Process and Format
- ◆ How 8D Fits into PDCA
- ◆ Vocabulary in Problem Solving Environment
- ◆ Structure of a Problem
- ◆ 8D and Tools Matrix
 - List of Graphical and Statistical Tools Applicable in Each Step of 8D
- ◆ D0 - Recognise the Symptom
 - Checksheet and Pareto
- ◆ D1 - Establish the Team
- ◆ D2 - Problem Description
 - 5W1H
- ◆ D3 - Containment Plan
 - Supply Chain Management
- ◆ D4 - Determining Root Cause Analysis
 - Fishbone Diagram and 5-Why
- ◆ D5 - Select and Verify Corrective Actions
 - Selection Criteria
 - Graphical Tools
 - Statistical Tools
- ◆ D6 - Implement and Validate Corrective Actions
 - Statistical Tools
- ◆ D7 - Prevent Recurrence
 - System Effectiveness
 - Institutionalisation
- ◆ D8 - Congratulate Your Team
- ◆ Work-Out on Real Case Incidence

WHO SHOULD ATTEND

Managers, Engineers, Team Leaders, Executives, Supervisors and Technicians

IN-HOUSE TRAINING AVAILABLE

For further enquiries, please contact:

Siti Nazihah / Azrini
FMM Institute

Tel: 03-62867200 Fax: 03-62776712

Email: training@fmm.org.my

Visit us at: www.fmm.edu.my

Registration is on a first-come first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programme and all efforts will be taken to inform participants of the changes. Should the programme be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.

REGISTRATION FORM

Eliminate Quality Problems Using 8D Approach

June 4 - 5, 2018 (Monday-Tuesday)

Shah Alam Convention Centre

The Assistant Manager

FMM Institute

Tel: 03-62867200

Fax: 03-62776712

GST Registration No.001764515840

Please tick (✓) accordingly:

PSMB Scheme: SBL Non Contributor

Require vegetarian meal: Yes No

For Muslims only:

- Ramadan Buffet after programme at Concorde Hotel Shah Alam
- Not joining the Ramadan Buffet (entitled for RM100.00 discount from the programme fee)

Dear Madam,

Please register the following participant(s) for the above programme:

(To be completed in **BLOCK LETTERS**)

1. **Name** **Designation** **E-mail**

Nationality **IC No.**

2. **Name** **Designation** **E-mail**

Nationality **IC No.**

3. **Name** **Designation** **E-mail**

Nationality **IC No.**

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. _____ for RM _____

being payment for _____ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name: _____

Designation: _____ E-mail: _____

Company: _____ FMM Membership No.: _____

Address: _____

Tel No.: _____ Fax No.: _____ Date: _____

My Corporate Identity No.: _____ GST Registration No.: _____