



# 8-Disciplines Team-Oriented Problem Solving Technique

15-16 November 2021

## **INTRODUCTION**

The 8-Disciplines Problem Solving Technique or 8D was developed by the Ford Motor Company. It provides a systematic and effective approach to solve a problem and promotes the use of expertise and experience within the organization to address the root cause. The 8 Disciplines within 8D can be easily applied by all levels within any organizations, and at the same time, provide a documented database of improvements. A practical approach to problem solving is a must for businesses in every sector. 8D problem solving, while commonly associated with the automotive industry, delivers in all industries. Its strengths lie in the effective identification of a problem's root cause and the development and implementation of corrective actions.

This training will provide participants with the concepts and practical approaches to implement this problem solving technique within the organization. The accelerated learning approach has been built into the course to enhance the learning effectiveness of participants. Designed for managers, department heads, engineers and technicians, this training course will introduce participants to the 8D process and how to apply it to a real life example from their business/workplace. In addition, participants will use a cause and effect diagram to identify potential root causes of the problem.

## **PROGRAM OBJECTIVES**

Upon completion of this course, participants will be able to:

- How to implement effective team problem solving techniques.
- Utilize root cause analysis technique including 5 Whys for both special and common cause analysis and decision-making.
- Understand the use of QC tools within each step of the 8D method.

## **METHODOLOGY**

- Stimulating Lecture
- Analytical Learning through Case Study & Exercises
- Group discussions
- Reflection on current problems
- Practical sessions

## **Target Participants**

Any level of employee involved in writing in an organization

~SBL Khas ~  
Claimable from HRD Corp

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## COURSE CONTENT

### PART 1: Introduction and overview

- Analysis vs action
- Problem vs symptom
- Process variation
- When to apply 8D
- Tools and statistics
- Case study

### PART 2: D0 Prepare an emergency response action (ERA)

- To evaluate the need for the 8D
- Group discussion

### PART 3: D1 Create team

- Establish a team of members with relevant experience and knowledge to solve the problem
- Group discussion

### PART 4: D2 Define problem

- Factually define the problem
- Group discussion

### PART 5: D3 Develop interim containment action (ICA)

- Define, verify and implement containment action to isolate the effects of the problem from internal / external customer until permanent corrective actions are implemented
- Group discussion

### PART 6: D4 Determine and verify root causes & escape point

- Isolate and verify the root cause by testing each possibility
- Group discussion

### PART 7: D5 Determine and verify permanent corrective action (PCA)

- Select the best corrective action to remove the root cause without undesirable effects
- Group discussion

### PART 8: D6 Implement and validate permanent corrective action (PCA)

- Remove the interim containment action and monitor the long term result
- Group discussion

### PART 9: D7 Prevent recurrence

- Extend the corrective action to the product or process that has a similar nature
- Group discussion

### PART 10: D8 Recognize team

- Recognized the team's effort in solving the problem
- Case study based on the problems within the participants' organization

## TRAINER PROFILE

**MS PONMALAR A/P BUDDATI SANNAGY** is a PSMB Certified Trainer and a Business Coach with over 17 years of training experience. Ms Ponnmalar holds a Bachelor of Arts (Hons), (UKM) and a Master's in Business Administration, UUM. She is also a member of Malaysian Association of Training Providers (MATPRO), Certified Practitioner of Neuro-Linguistic Programming (ABNLP), Certified KPI Professional & Practitioner (KPI Institute), Certified Sujok Acupressure Therapist and PSMB Approved Mentor for SMEs (FIRE Programme). Ms Ponnmalar has held prominent position in various MNCs in Malaysia as a Senior Production Executive, Training Executive, Quality Control Executive and Head of HR and Training Department.

MS PONMALAR has conducted many courses which includes Train The Trainer, Strategic Performance Management, Strategic Thinking and Planning, Quality Control, Scenario Planning, full spectrum of HRM, Employment Act, IR, Organizational Behaviour, Transformational Leadership, Strategic Leadership, Problem Solving & Decision Making, Critical Thinking, Customer Service, Change Management, Communication, Presentation Skills, Team Building, Marketing, Purchasing & Negotiation Skills, Business English & Business Writing and other management programmes. Some of Ms Ponnmalar's notable clients for Public and In-House programmes are Boustead Petroleum Marketing, GITN, Maxcare Success, Power & Motion Control, Petronas Chemicals MTBE, God Coin Sarawak, Sri Datai Construction, Datasonic Technologies, Malaysian Diagnostics Corporation, Langkawi Cruise, Star Cruises Shipping Agency, Ibidon Electronics Malaysia, Labuan Liberty Port Management, Idaman Pharma, KPJ Selangor Specialist Hospital, TNB Janamanjung, Jobstreet.com Shared Services, Sabah Tourism Board, KUB Malaysia and many others. She has also coached and trained employees from Asian countries such as Singapore, India, Thailand, Vietnam, Laos, Myanmar, Brunei, Maldives, Mauritius, Cambodia, Middle East (Oman) and Indonesia.

## ADMINISTRATIVE DETAILS

**Date:** 15 -16 November 2021 (Mon- Tue)

**Time:** 9.00am to 5.00pm

**Venue:** Zoom Online Platform

### **Fees:**

**Member** – RM700.00 per participant  
(**RM742.00 inclusive 6%SST**)

**Non- Member** – RM800.00 per participant  
(**RM848.00 inclusive 6%SST**)

*Fees include course materials and Certificate of Attendance*



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## Registration Form

Completed registration form, faxed, mailed or e-mailed to FMM Institute would be deemed as confirmed. There will be no refund or cancellation within 2 days prior to the programme, 50% refund for cancellation between 3 – 6 days and full refund for cancellation 7 days prior to the programme. However, replacement can be accepted at no additional cost. The FMM Institute reserves the right to cancel or re-schedule the above programme and all efforts will be taken to inform participants of the changes. Closing date for registration is **on 8 November 2021**.

### For further details please contact:

FMM Institute, Penang Branch Tel: 04-3992057 Fax: 04-3994863

Attention: Ms Sharrlini / Mr Remes

E-mail: [sharrlini@fmm.org.my](mailto:sharrlini@fmm.org.my); [remes@fmm.org.my](mailto:remes@fmm.org.my)

### Dear Sir/Madam,

Please register the following participant for the above programme:

1. **Name :** \_\_\_\_\_

Designation : \_\_\_\_\_

I/C. No.: \_\_\_\_\_

Email: \_\_\_\_\_

2. **Name :** \_\_\_\_\_

Designation : \_\_\_\_\_

I/C. No.: \_\_\_\_\_

Email: \_\_\_\_\_

3. **Name :** \_\_\_\_\_

Designation : \_\_\_\_\_

I/C. No.: \_\_\_\_\_

Email: \_\_\_\_\_

4. **Name :** \_\_\_\_\_

Designation : \_\_\_\_\_

I/C. No.: \_\_\_\_\_

Email: \_\_\_\_\_

Enclosed cheque / bank draft no. \_\_\_\_\_  
for RM \_\_\_\_\_ being payment for \_\_\_\_\_  
participant(s) made in favour of **"FMM Institute"**

Payment can also be banked in at Maybank [FMM  
Institute: 507406504556]

#Kindly scan and mail us the bank slip after payment

### Submitted by :

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Tel : \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Membership No. : \_\_\_\_\_

Training Grant No: \_\_\_\_\_

- Event link will be sent to participants upon confirmation
- Participants may join the session 30 mins before commencement time
- Webinar will be recorded for HRD Corp claim purpose
- Each participant should have access to a laptop/computer with microphone, webcam and strong internet connection