



Effective 8D Problem Solving Reporting

19 – 20 September 2022

RM 1,007 (Member)/ RM 1,113 (Non-member FMM)

Venue : Remote Online Training “ZOOM” *SBL- Khas Scheme



HRD CORP
Claimable
Courses

Have you been asked to produce an 8D before? Do you know how to analyze a Problem and Determining Root Cause? Are you actually solved a problem? Those are the questions that encourage people to use the 8D Problem-Solving. Utilizing 8D Problem Solving can help you to meet customer requirements, meet Quality Management Systems requirements, and assist to create a unified, structured process to solving critical customer concerns.

This technique is commonly associated to the automotive industry because of customer specific requirements. It is practicable for use, everywhere. As a part of this activity the participant will learn the 8D Process and begin to use the process on an actual company problem. In addition and as a part of this learning experience the participant will use a cause and effect diagram to develop potential root causes of their problem.

WHO SHOULD ATTEND

Managers, Department Heads, Engineers and others who need to acquire problem solving and decision making skills.

OBJECTIVES

This program is designed to help participants strengthen their skills in solving problems systematically and structured. Here are the learning objectives for the two days training program; after completing this program, participants will be able to:

- ✓ gain detailed understanding of the generic "8D" Problem Solving Process.
- ✓ understand the scope and the philosophy of the "8D" Problem Solving Process.
- ✓ know how to initiate an "8D" process and decide the level of the "8D" initiatives.
- ✓ carry out an "8D" process using an actual problem at their company effectively.
- ✓ apply the "8D" Team Approach to Problem-Solving.

CONTENTS

PROBLEM SOLVING / DECISION MAKING DYNAMICS

- Proactive and reactive problem solving
- The problem solving challenge
- Problem solving and creativity basics
- 8D as the PSDM models and framework

PROBLEM SOLVING / DECISION MAKING FRAMEWORK

- Problem appraisal cycle
- Problem and Decision analysis
- Potential problem analysis
- Case Study I

PROBLEM APPRAISAL CYCLE (D0 ~ D2)

- Identifying concerns
- Setting priority
- Considering seriousness, urgency and impact
- Determining analysis needed
- Planning involvement
- Skill Builder - Setting priority

PROBLEM ANALYSIS (D3 ~ D4)

- Defining, specifying and describing problem
- Identifying possible causes
- Developing possible cause statements
- Evaluating possible causes
- Confirming true causes
- Verifying assumptions made
- Skill Builder- Identifying possible causes

DECISION ANALYSIS (D4 ~ D8)

- Clarifying purpose
- State decisions
- Develop decision objectives
- Generate and evaluating alternatives
- Assessing risks
- Making the balanced decision
- Skill Builder- Decision Analysis and Execution

WRAP-UP

- Q&A Session
- Wrap-up & Recommendation for Improvement
- Course Evaluation

ADMINISTRATIVE DETAILS

Date : 19 – 20 September 2022 (Monday-Tuesday)

Time : 9:00am - 5:00pm

Venue : Remote Online Learning via “Zoom”

Training Provider : FMM Institute Johor

MYCOID :475427W_JOHOR

SBL-Khas Scheme : 1000183777

Fees : RM 1,007.00 (FMM Member)

RM 1,113.00 (Others)

The fee inclusive Service Tax at 6% (SST Number : W10-1901-32000105)
(Fees include Certificate of Attendance)

Kindly note the following:

- This training is HRDF Claimable
- Total **14 hours** training excluding Lunch hour.
- Kindly **download ZOOM apps** on your own laptop/desktop/mobile phone before the training
- To log in with own laptop/ desktop - **15 min before** class & enable FMM to keep track the participants attendance records for PSMB audit purposes
- Stay **FOCUS** & away from distraction
- Username and Password would be provided upon confirmation of the training

Registration deadline: **5 September 2022**



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FACILITATOR- Mr Lim Kim Yook has considerable experience in all areas of design, preparation, administration and delivery of soft and hard skills training in particular KAIZEN, Quality Control Circle, QC 7 Tools and New QC Tools, Automotive 5-Core Tools (PPAP, APQP, SPC, FMEA and MSA), Poka-Yoke, Supervisory Skills and 5S Implementation and Auditing.

Graduated in Mechanical Engineering and Electrical Engineering, subsequently in Electronic Engineering, Mr. Lim has more than 13 years vast experiences in manufacturing field such as Electronics, Semi-conductor and Automotive. Throughout his career, he has diversified himself into various departments such as Quality Assurance/ Quality Control, Production and Engineering; holding the managerial position for 6 years in Quality Assurance and Engineering departments.

Administrative Details

Date : **19 – 20 September 2022**
Time : **9.00am - 5.00pm**
Venue : **Remote Online Training**
Platform: **Zoom**
SBL-Khas Scheme : **1000183777**

Fees

FMM Member : **RM 1,007.00** (FMM Member)
Others : **RM 1,113.00** (Others)
(Fees include course materials, lunch and refreshments & Certificate of Attendance)

Medium of Instruction : English/ Malay
Closing Date : **5 September 2022**

Training fees or cheques made in favour of the “**FMM Institute**” should be forwarded a week before the commencement of each programme.

- There will be no refund for cancellation within 2 days prior to the programme.
- 50% refund for cancellation between 3 – 6 days.
- Full refund for cancellation 7 days prior to the programmed. However replacement can be accepted at no additional cost Cancellation must be in writing.
- The FMM reserves the right to cancel or reschedule the above programme and all efforts will be taken to inform participants of the changes.
- Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.

For further enquiries, please contact
FMM Institute Johor Branch
Ms.Sabrina / Pn. Astri / En. Omar / Ms. Jessica
Tel: 07-357 7613 / Fax: 07-357 7618
Email : sabrina@fmm.org.my / astri@fmm.org.my

REGISTRATION FORM

Dear Sir,
Please register the following participant(s) for the above programme

1 *Name : _____
Designation : _____
*Email : _____
2 *Name : _____
Designation : _____
*Email : _____

* Required information

Submitted by:

Name : _____
Designation : _____
Company : _____
Address : _____
: _____
: _____
: _____
Tel & Fax No. : (T) _____ (F) _____
Email : _____

Please tick (/) accordingly;

PSMB Scheme : SBL-Khas Non SBL-Khas

Enclosed cheque No. _____ for RM _____
being payment for _____ participant(s) made in favour of the “**FMM Institute**” should be forwarded to the Secretariat **before 19 September 2022.**