

8D Problem Solving Methodology Workshop

Date: 23rd & 24th May 2012

Venue: ATCEN Learning Centre, Damansara Perdana PJ

Workshop Description

Ever encounter problems that re-occur even when numerous actions had been taken? Problems and challenges can occur anytime and anywhere in the organization. Usually it is highly due to the poor understanding of the problem and how it should be solved.

This course covers the skills and knowledge required to solve problems deriving from customer complaint using the 8D format. 8D is a systematic problem solving methodology that covers the actions required to address issues in-depth.

Workshop Objectives

- Learn specific skills & knowledge to solve problem in a through & systematic manner
- Achieve lasting solutions by applying 8D Methodology
- Develop various types of actions required in different stages of problem
- Obtain knowledge to assist organization to systematically response to customer's complaint
- Develop better, faster & quality for customers SATISFACTION, TRUST, LOYALTY, and RETENTION

Who Should Attend?

- Functional Managers / Head of Departments (*Manager*)
- Production & Technical personnel (*Executive / Supervisor*)
- R&D / QA / Sales / Planning / Customer Liaison (*Executive / Supervisor / Officer*)
- Customer Service Managers
- Sales and Business Development Personnel

8D Problem Solving Methodology Modules

DAY 1

1. Introduction

Understand course objectives

- Learning Objectives
- About Team Approach
- Setting Team Approach Context
- Conventional vs. Team Approach
- Team Development Process

2. 8D Overview

Basic introduction to 8D

- 8D History & Description
- 8D Stumbling Block
- When to apply 8D
- The 8D Methodology

3. D1 – Form the Team

Understanding team issues and Building the team

- Generic 8D reporting format
- Team members
- Champion
- Team Leader
- Members
- Benefits of team approach
- Why do teams fail?
- Major hindrances to the team
- D1 – Steps Summary

4. D2 – Describe the Problem

Analyze and understand the problem extend

- Understanding the Customer Problem
- Types of Problem
- 5W and 2H
- 5W and 2H Format
- D2 – Steps Summary

5. D3 – Contain the Problem, Interim Actions

Define and develop interim actions

- Containment / Interim Actions
- D3 – Steps Summary

6. D4 – Identify & Verify Root Causes

Analyze root causes of the problem

- Establish Root Causes
- Root cause analysis – Why-Why Analysis
- Root cause analysis – Cause & Effect Diagram
- D4 – Steps Summary

7. Summary

Course reflection

- Learning summary

DAY 2

8. D5 – Formulate & Verify Corrective Actions

Define and develop corrective actions

- Corrective Actions
- D5 – Steps Summary

9. D6 – Implement Permanent Corrective Actions

Implement the corrective actions

- Corrective Actions – Walk the Talk
- D6 – Steps Summary

10. D7 – Prevent the Problem, Recurrence

Define and develop preventive actions

- Preventive Actions
- D7 – Steps Summary

11. D8 – Congratulate your Team

Developing employees

- Team Recognition

12. Summary

Course reflection

- Tools application – revision
- Learning & Application summary

The **Training Methodology** will be based on the ATCEN PEAK methodology. This will include:

- High Impact Short Lectures
- Lively Activities and Exercises
- Numerous Presentations and Discussions
- Continuous Real Time Feedback from Facilitator

Workshop Chronology

| | |
|---|-----------------------|
| 0830 | Registration |
| 0900 | Workshop Begin |
| 1030 – 1045 | Morning Refreshment |
| 1300 – 1400 | Lunch |
| 1530 – 1545 | Afternoon Refreshment |
| 1700 | End of Workshop |
| <i>Chronology applies for Day 1 and Day 2</i> | |

Facilitator Profile

Advance Tan Trainer



Mr. Advance Tan is a Mech. Engineer graduated from UTM and a MBA (General) from University of Hull. He is also certified in Certificate of Vocational Education and Training, CVET that qualifies him to be a trainer.

A person with wide technical, operation and management background, Advance has worked in many organizations in various roles. He was formerly a Process Engineer, Analyst, TQM Manager, Human Resource Manager and his last position before he started his own Consultancy firm was a Group Training Manager. With these diverse experiences, it enables Advance to work from many angles and perspectives.

He begins his earlier career in a 6-Sigma multi-national company as a Process Engineer in the areas of process improvement, industrial engineering, quality management and maintenance. There he actively participates in technical and manufacturing projects such as process design & qualification, manufacturing line transfer and improvement program through the QCC team structure.

As an Analyst and TQM Manager, Advance has been involved in Strategic Management Workshop for various senior management teams / companies. He also drives the Total Quality Management initiatives as part of the follow through program that includes the formation of QCC teams and delivers TQM training in the local conglomerate. He train and facilitate operation and management staffs for organizational change through the formulation of company Vision & Mission Statement and productivity improvement using multi-national problem solving approach methodologies, management and leadership programs, QCC, 7QC Tools, FMEA, 8D- Problem Solving, 5S and mindset change programs.

In addition to his engineering and consulting career and experiences, Advance had also spent about 6 years as the Human Resource Manager for a steel / construction company. There he was involved in the entire Human Resource Management and Development function under a unionized environment. With his TQM background, he had incorporated TQM activities and implementation to the management & business improvement activities such as Strategic Management, TQM, Quality System Review, QCC, etc.

Besides the experiences above, Advance has also been involved in the area of organizational change through training / facilitation / coaching, teambuilding, performance management, employee relation, recruitment, event management (annual dinner, sports, treasure hunt, convention, etc.), training need analysis, communication (newsletter publishing), trade unions, safety, security, etc.

Currently he is consulting for various organizations in the area of training and development for both technical (*FMEA, 8D, SPC, 7C Tools*) and management (*Strategic Management, TQM, QCC problem solving, supervisory, production planning*) skills.

Some of the companies he had supported and worked with include - SHRDC, SDM Group, Power Berth, Southern Steel, China Press, Motorola, Brisk Steel, Hume Cemboards, Hong Leong Bank, IRDA, TNB, ARB

Clientele

Companies that have attended ATCEN's public workshops

Advance International Freight Sdn Bhd
 Affin Bank Berhad
 Aims Data Centre Sdn Bhd
 Airfoil Services Sdn Bhd
 Ajinomoto (M) Bhd
 Alcan Packaging Malaysia
 Alcatel-Lucent Malaysia Sdn Bhd
 Alliance Banking Group
 Allianz Life Insurance Malaysia Berhad
 ALSTOM Asia Pacific Sdn Bhd
 Amanah Raya Berhad
 AmBank (Malaysia) Berhad
 AmG Insurance Bhd
 AmLife Insurance Berhad
 Amway (M) Sdn Bhd
 Arachem Tech Training Centre
 Autoliv Hirotako SRS Sdn Bhd
 Automobiles Peugeot
 AXA Affin General Insurance Bhd
 Axon Solutions Sdn Bhd
 Bank Islam Malaysia Bhd
 Bank Muamalat
 Bank Negara Malaysia
 Bank Rakyat
 Beaufour Ipsen International
 BlueScope Steel (M) Sdn Bhd
 BMW Malaysia Sdn Bhd
 Boustead Petroleum Marketing Sdn Bhd
 Business Information Technology
 Byte Craft Sdn Bhd
 Canon Marketing (M) Sdn Bhd
 Celcom (M) Sdn Bhd
 Central Forwarding Agency Sdn Bhd
 Century Total Logistics Sdn Bhd
 Chemopharm Sdn Bhd
 CIMB Bank Berhad
 CL Computers (M) Sdn Bhd
 CMCM Perniagaan Sdn Bhd
 CNI Enterprise (M) Sdn Bhd
 Colgate-Palmolive (M) Sdn Bhd
 Computer Systems Advisers (M) Berhad
 Credit Guarantee Corporation (M) Bhd
 CSC Malaysia
 D G Kom Sdn Bhd
 Dagang Net Technologies Sdn Bhd
 Datacom South East Asia (M) Sdn Bhd
 Datacraft Advanced Network Services Sdn Bhd
 Dell Global Business Center Sdn Bhd
 DHL Express (Malaysia) Sdn Bhd
 Dialog Telekom Limited
 Diethelm (M) Sdn Bhd
 DiGi Telecommunications Sdn Bhd
 Dumex (M) Sdn Bhd
 East of Suez Holdings Sdn Bhd
 ECM Libra Investment Bank Berhad
 ECS Pericomp Sdn Bhd
 Edaran Tan Chong Motor Sdn Bhd
 e-Genting Sdn Bhd
 Entellium Technologies Sdn Bhd
 EON Bank Berhad
 EPF Social Security Training Institute (ESSET)
 EPIC-I Sdn Bhd
 EPS Computer Systems Sdn Bhd
 Ericsson Malaysia
 Etiqa Insurance Bhd
 Etiqa Takaful Bhd
 Euratech (Malaysia) Sdn Bhd
 Formis Software Dynamics Sdn Bhd
 Fresenius Medical Care Malaysia Sdn Bhd
 Frontline Technologies Malaysia Sdn Bhd
 FSBM Mantissa (M) Sdn Bhd
 Fuji Xerox Asia Pacific Pte. Ltd
 Fujitsu (Malaysia) Sdn Bhd
 Gagasan Carriers Sdn Bhd
 Gapurna Technologies Sdn Bhd
 Genting Information Knowledge Enterprise Sdn Bhd
 Global Transit Communications Sdn Bhd
 Group Associated (C&L) Sdn Bhd
 Grundfos Pumps Sdn Bhd
 Gucci (Malaysia) Sdn Bhd
 Guinness Anchor Berhad
 HeiTech Padu Bhd
 Hewlett-Packard Sales (M) Sdn Bhd
 Hilton Petaling Jaya
 Honda Malaysia Sdn Bhd
 ICI Paints (Malaysia) Sdn Bhd
 IITC Global Technology Sdn Bhd
 IMU Education Sdn Bhd
 InfoConnect Sdn Bhd
 ING Insurance Bhd
 interTouch (Malaysia) Sdn Bhd
 iPerintis Sdn Bhd
 Islamic Banking and Finance Institute Malaysia Sdn Bhd
 ISS Consulting (M) Sdn Bhd
 IT-365 Malaysia Sdn Bhd
 ITApps Sdn Bhd
 Jabatan Pengangkutan Jalan
 Jabatan Pentadbiran Latihan
 Jebson & Jessen Communication Solutions (M) Sdn Bhd
 Johnson Controls (M) Sdn Bhd
 Kannal Solutions Sdn Bhd
 Keretapi Tanah Melayu Berhad
 Khazanah Nasional Berhad
 Kolej Yayasan UEM
 Kualiti Alam Sdn Bhd
 Kurnia Insurance (M) Bhd
 Lafarge Cement Sdn Bhd
 Majlis Amanah Rakyat (MARA)
 Malayan Banking Berhad
 Malayan Cement Industries Sdn Bhd
 Malaysia National Insurance Berhad
 Malaysian Assurance Alliance Berhad
 Maxfame Technologies Sdn Bhd
 Mayban Fortis Holdings Berhad
 Mayban General Assurance Berhad
 MBF Cards (M) Sdn Bhd
 McKinnon & Clarke Sdn Bhd
 MEASAT Satellite Systems Sdn Bhd
 Media Prima Berhad
 MEPS (1997) Sdn Bhd
 Mesiniaga Bhd
 Mexter MSC Sdn Bhd
 Mid Valley City Sdn Bhd
 MISC Berhad
 Mitsui-Soko (M) Sdn Bhd
 MnEBay (M) Sdn Bhd
 MNRB Holdings Berhad
 Modipalm Engineering Sdn Bhd
 MOHR
 Malaysian Life Reinsurance Group Bhd
 Multimedia College
 N2N Connect Berhad
 NCH Corporation (M) Sdn Bhd
 NEC Corporation of Malaysia Sdn Bhd
 Netstar Advanced Systems Sdn Bhd
 OCBC Bank (M) Bhd
 OMD (M) Sdn Bhd
 Optimal Chemicals (M) Sdn Bhd
 Oracle Corporation (M) Sdn Bhd
 P&O Global Technologies Sdn Bhd
 PanGlobal Insurance Berhad
 Paradigm Systems Berhad
 Pembangunan Sumber Manusia Berhad
 Perbadanan Bekalan Air Pulau Pinang
 Pernecc Corporation Berhad
 Pharmaniaga Logistics Sdn Bhd
 Plus Expressways Berhad
 Power Innovations Sdn Bhd
 Premier Lubricants (M) Sdn Bhd
 Prometric Technology Sdn Bhd
 Proton Edar Sdn Bhd
 Prudential Services Asia Sdn Bhd
 Rangkaian Segar Sdn Bhd
 REDtone Telecommunications Sdn Bhd
 Rentwise Sdn Bhd
 RHB Bank Berhad
 Ricoh (Malaysia) Sdn Bhd
 Rohas-Euco Industries Bhd
 SAINS Sdn Bhd
 Samsung Malaysia Electronics (M) Sdn Bhd
 Sapura Research Sdn Bhd
 Sarawak Information Systems Sdn Bhd
 SCAN Associates Berhad
 Scope International (M) Sdn Bhd
 Shangri-La Hotels Marketing Sdn Bhd
 Shell IT International Sdn Bhd
 Shell Malaysia Trading Sdn Bhd
 Signature Manufacturing Sdn Bhd
 Skynet Worldwide (M) Sdn Bhd
 SnT Global Services Sdn Bhd
 Sony BMG Music Entertainment
 Southern Bank Berhad
 Standard Chartered Bank
 Star Publications (Malaysia) Berhad
 Sumiso (M) Sdn Bhd
 Sun Media Corporation Sdn Bhd
 Sunway Holdings Bhd
 Sunway Pyramid Sdn Bhd
 Suruhanjaya Syarikat Malaysia
 Takaful Ikhlas Sdn Bhd
 Taylor's College Sdn Bhd
 Teknicast Sdn Bhd
 Teknik Janakuasa Sdn Bhd
 Teledirect Telecommerce Sdn Bhd
 Telekom Sales & Services Sdn Bhd
 Telekom Smart School Sdn Bhd
 Telshine Sdn Bhd
 Tenaga Nasional Berhad
 The Media Shoppe Bhd
 The Nielsen Company (Malaysia) Sdn Bhd
 TIME dotCom Bhd
 TM Asia Life (Malaysia) Berhad
 Tokio Marine Insurans (M) Bhd
 TT dotCom Sdn Bhd
 Tyco Fire, Security & Services Sdn Bhd
 UCB Pharma Asia Pacific Sdn Bhd
 UEM Academy Sdn Bhd
 United Overseas Bank (M) Berhad
 University of Malaya
 VADS Berhad
 ViewPoint Research Corporation Sdn Bhd

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**ATCEN Learning Centre, Damansara Perdana,
Petaling Jaya**

TO REGISTER OR FOR MORE INFORMATION:

Kindly call us at 03-77282623 or email us at

pw@atcen.com