

8-Disciplines Team-Oriented Problem Solving Methodology



RM990 ~ Hotel Singgahsana, Petaling Jaya

Course Objectives

Effective problem solving is a critical business skill that can have dramatic results in improving quality, reducing costs and enhancing customer service and delivery. It is crucial to root cause analysis and permanent long-term solutions.

The 8D method provides a framework to utilize the experience and expertise in your organization to implement permanent solutions. Disciplines within 8D are clear and easily applied to all levels of the organization and provide a documented history of improvements. Originally developed by the Ford Motor Company, the model is now extensively used in manufacturing, service and public sector environments.

Thus, the course has been designed to fulfill the following objectives :

- Be able to implement effective team problem solving techniques.
- Understand, and effectively apply, the Eight Disciplines (8-D)
- Employ root cause analysis for both special and common cause, failure modes and solutions; use decision analysis.
- Understand and use the Seven Statistical problem solving Tools including the 5 Whys

Course Timetable

Day 1

Time	Subjects
0900	Introduction and Overview
0915	<ul style="list-style-type: none"> ▪ D0- Problem identification ▪ D1- Using the team approach
1000	Tea Break
1100	<ul style="list-style-type: none"> ▪ D2- Describe the problem ▪ D3- Implement & verify containment action
1200	Lunch
1300	<ul style="list-style-type: none"> ▪ D4 –Define root causes ▪ D5- Choose & verify corrective action(s)
1500	Tea Break
1515	<ul style="list-style-type: none"> ▪ D6- Standardize process
1700	End of day 1

Day 2

Time	Subjects
0900	<ul style="list-style-type: none"> ▪ D7- Prevent recurrence
1000	Tea Break
1100	<ul style="list-style-type: none"> ▪ D8- Congratulate team ▪ Case Study – base on your own company problem
1200	Lunch
1300	<ul style="list-style-type: none"> ▪ Practical 8 D assignment base on the Case Study
1500	Tea Break
1515	<ul style="list-style-type: none"> ▪ Presentation by each Team of their 8 D methodology
1700	End of course

For Whom

This course is special designed for QA and Production

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Location Map



Date

28 & 29 February 2012
9 & 10 May 2012

Time

9.00 am – 5.00 pm

Hotel Singgahsana Petaling Jaya

Persiaran Barat Off Jalan Sultan
46760 Petaling Jaya
Selangor Darul Ehsan
Tel : 03-7956 2100
Fax : 03-7954 2041

Course Fee

RM 990 per person

Course Fee includes Lunch, Tea-Breaks, Course Notes and Certificate of Completion

Early Bird and Group Discount

Register at least 2 weeks before the training and enjoy a discounted fee of RM950.

Group of 3 or more participants from the same company will enjoy a 5% discount on the applicable fee

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REGISTRATION FORM Please (/) your preferred date

28 & 29 February 2012 9 & 20 May 2012

Billing Details

Company Name : _____

Contact Person (Mr / Mrs / Ms) : _____

Designation : _____

Tel : _____ Fax : _____

Email : _____

Company Stamp:

Authorised Signature :

PARTICIPANT(S) DETAILS

Participant 1

Name (IC No) : _____

Designation : _____

Email : _____

Contact No : _____

Participant 2

Name (IC No) : _____

Designation : _____

Email : _____

Contact No : _____

Participant 3

Name (IC No) : _____

Designation : _____

Email : _____

Contact No : _____

Method of Payment

Kindly select the method of payment on the following:

- () Pay the 1 week before the training
() By bank transaction
() By courier / by post
() Pay during the training

Bank Draft/Cheque No

RM

ADMINISTRATIVE DETAILS

CONTACT PERSON

Ms YY Lee / Mrs Nor Aini Bahrom
Tel: 03-6241 5211 / 016-226 4799 /
012-278 666
Fax: 03-6259 5455
Email: yylee@cammgnt.com /
admin@cammgnt.com

ADDRESS

CAMBRIDGE MANAGEMENT SDN BHD
No. 33-3A-1 Jalan Metro Perdana Barat 1,
Taman Usahawan Kepong Utara, 52100
Kuala Lumpur

COURSE FEE

Normal fee – RM990
Group Discount – 5% (3 or more participants
from the same company)

REGISTRATION

Complete the Registration Form
and fax or email for reservation. All
registrations will be confirmed **ONE WEEK**
before the commencement of the course.

PAYMENT

Payment of fee must be made **PRIOR** to
commencement of the programme.

Crossed cheques should be made payable to
“**CAMBRIDGE MANAGEMENT SDN
BHD**” or bank-in payment to **Maybank
Account No. 5-12389-117631**.

Please fax the bank-in slip with your
company's name to 603-6259 5455 as proof
of payment.

CANCELLATION

Once a registration is confirmed, no
cancellation will be allowed. If the registered
delegate is unable to attend, a substitute is
allowed and please inform us in writing via fax
or email. Confirmed delegate who failed to
attend and last minute cancellation is liable for
the entire fee of the training.

CONFIRMATION

You will receive an invoice indicating course
fee and seminar date. Check it for accuracy.

DISCLAIMER

CAMBRIDGE MANAGEMENT reserves the
right to change the speaker, date and to
cancel the programme should circumstances
beyond the company control arise.
CAMBRIDGE MANAGEMENT also reserves
the right to make alternative arrangements
without prior notice should it be necessary to
do so.

**“ALL TRAININGS ARE 100%
HRDF CLAIMABLE UNDER
SBL SCHEME”**

() HRDF-SBL claimable
Application is subject to PSMB approval. You may submit the application with this
brochure, together with the programme agenda and speaker's profile which we will
provide to you upon request once you have registered.