



## INTRODUCTION

Complex problems arising every day from cross-functional disciplines in work environments can wreak havoc and affect your bottom line if the root cause is not identified quickly and correctly. The problems usually persist and recur periodically, either due to failing of any preventive actions or due to limitations in the problem-solving approach of the untrained individual handling the problem. 8D problem-solving method is a highly structured, problem-solving tool perpetuated by FORD and is used by effective managers across the world in problems pertaining to Product/Process Quality as well as non-technical - Management / Marketing zones. It comprises 8 steps and follows the PDCA logic.

The goal of this method is to find the root cause of the problem, develop interim and permanent containment actions to protect the customer, and take actions to prevent the recurrence of the problem.

Keeping this in view, IMTMA is organizing an online training on "**8D Problem Solving Methodology**".

## FOCUS AREAS

- Overview of the 8D process
- D0 – Implement ERA (Emergency Response Action)
  - Prepare for 8D
  - 8D Process Flow
- D1 – Establish the Team
  - Select the Team
  - Map the stakeholders
  - Framework for Success of the Team
- D2 – Define the Problem
  - Tips to write Problem Statements
  - Is/Is not Analysis
  - Process Mapping
- D3 – Develop Interim Containment Action
  - Process of making a containment plan
  - Containment Actions
- D4 – Root Cause Analysis
  - Techniques to identify the root cause analysis (Brainstorming, seven QC tools)
  - Validate the Root cause (Techniques)
- D5 – Identify Permanent Containment Action
  - Error Proofing
  - Selecting the Solution
- D6 – Implement Permanent Containment Action
  - Develop Corrective action
  - Obtain stakeholder approval on PCA
- D7 – Define and Plan Preventative Action
  - Use an FMEA – Risk Assessment
  - Control plans
- D8 – Congratulate the team
  - Appreciating team members

## KEY TAKE AWAYS

- Learn a Toolkit to solve quality problems.
- A structured approach to problem-solving.
- Use of Seven QC tools.
- Knowledge of Is/Is not analysis
- Construct a problem statement in a concise manner.
- Process Mapping.
- Develop Interim containment and Permanent Corrective actions for Quality problems.
- Learn the application of tools like Criteria Matrix, Payoff Matrix, IOTV matrix, etc.

## FEE PER PARTICIPANT (PER LOGIN)

**Rs. 6000/-**  
+18% GST

**IMTMA Members/ Micro Companies/ Individuals/  
Educational Institutions / Students/ IMTMA Non  
Members/ Others**

**USD 240/-**  
**Overseas Participants**

**Group Concession : 10% for 3 to 5 and 30% for 6 and more delegates being nominated from the same company**

## PARTICIPANT PROFILE

Supervisors and above from all Manufacturing and Service industries.

## FACULTY

This program will be delivered by **Mr. Anand Deshpande**

**Mr. Anand Deshpande**, is an experienced Operational excellence professional and Six Sigma Black Belt with over 30 years of experience, including 14 years of global experience in Lean management and 11 years of consulting experience.

For the last 10 years, he has been a Consultant catering to effectuating use of process enhancement and quality improvement tools such as Skill Matrix, Value Stream mapping, Capacity planning, Best practice replication, Synchronous material flow, Kanban, JIT, Zero defects, Error proofing, FMEA, 8D problem solving, Six sigma green belt and yellow belt preparation training, OEE and implementation of performance management systems.

His executive career spans several countries with long stints at GBS Engineering, Dell International Services, Ford Motor Co – England & Germany, Philips India and Nigeria.

He holds a degree in Production Engineering and an MBA from HULT International business school. He is passionate about implementing Lean and authored the book ‘Making Apparel Manufacturing Lean’.

### For Registration Contact

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