

## INTRODUCTION

Critical, complex problems arising every day from cross-functional disciplines in the work environment can wreak havoc and affect your bottom-line big time if the root cause is not identified quickly and correctly. The problems usually persist and recur periodically failing any preventive actions or due to limitations in problem solving approach of the untrained individual. We often see departments passing the buck across the hallway to get the monkey off their back.

TOPS-8D (**T**eam **O**riented **P**roblem **S**olving methodology ) 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 using statistical tools, develop containment actions to protect the customer and take preventive actions to prevent recurrence of the problem.

Keeping this in view, IMTMA is organizing an online training on 8D problem solving methodology.

## FOCUS AREAS

- TOPS-8D approach for problem solving
- Problem Description
- Intermediate / Immediate Actions
- various methods for data collection for potential causes
- Root Cause Identification Process (Technical root cause and System root cause)
- Preventive action selection
- Financial Matrix for CAPA (Corrective and preventive action)
- Interlinking CI (continuous improvement) with CAPA
- Interlinking 8 D Problem Solving with QS (Quality System) Reviews & FMEA
- Setting and meeting KPI targets for Efficiency and Effectiveness
- Case Studies

## KEY TAKE AWAYS

- Learn 8D approach of problem solving i.e finding the root cause, developing proper actions to eliminate root cause and implementing permanent corrective actions
- The 8D methodology also helps to explore the control systems that allowed the problem to escape. The Escape Point is studies for the purpose of improving the ability of the Control System to detect the failure or cause when and if it should occur again (Detection)
- Finally, the Prevention loop explores the systems that permitted the condition that allowed the failure and cause mechanism to exist in the first place (Prevention)
- Ensure the problem is not repeated

## FEE PER PARTICIPANT (PER LOGIN)

**Rs. 2000/-**

+18% GST

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

**USD 60/-**

**Overseas Participants**

## FACULTY

This Program will be conducted by **Mr. B S Mohan.**

Mr. Mohan has extensive experience having worked for 8 years in the Pimpri Plant of TATA MOTORS (erstwhile TELCO). Later, worked with BOSCH's Diesel Plant in various capacities (Process Planning, Production, Corporate Quality) and then in the Automotive Electronics Plant as Quality Head - has an overall service of 29 years in BOSCH.

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