



8 DISCIPLINE (8D) PROBLEM SOLVING METHODOLOGY TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: 8 Discipline (8D) Problem Solving Methodology Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This 2-day training program provides participants with a systematic approach to problem-solving using the 8D methodology. The course focuses on identifying root causes, implementing corrective actions, and preventing recurrence to improve organizational efficiency and quality.

OBJECTIVE(S):

- Understand the structure and purpose of the 8D problem-solving methodology.
- Learn to identify problems and create effective team solutions.
- Gain skills in applying RCA tools within the 8D framework.
- Develop preventive actions to avoid problem recurrence.
- Foster a culture of structured problem-solving and continuous improvement.

TARGET GROUP(S):

- Managers and team leaders.
- Quality assurance and control personnel.
- Problem-solving and improvement teams.
- Employees involved in process optimization and issue resolution.

ENTRY REQUIREMENT(S):

- Able to read, write, and communicate verbally in Malay/English.

TOPIC(S):

1. Introduction to the 8D Problem-Solving Methodology.
2. Detailed Breakdown of Each Discipline (D1 to D8).
3. Applying Root Cause Analysis within 8D.
4. Implementing Corrective and Preventive Actions.
5. Case Studies and Practical Exercises in 8D Application.

LIST OF REFERENCE BOOK(S):

- "The 8D Problem Solving Process" by Ford Motor Company.
- International Standards for Structured Problem Solving.

LIST OF TEACHING AID(S):

- 8D templates and worksheets.
- Case studies for practical exercises.
- LCD projector and computer.
- Whiteboard with accessories.

METHODOLOGY(S):

- Lecture.
- Group discussions and team-based exercises.
- Practical application of 8D steps.
- Role-playing scenarios for collaborative problem-solving.

TRAINING SCHEDULE

Day 1

Time	Activity/Topic
8:30 am - 9:00 am	Registration and Introduction
9:00 am - 10:30 am	Topic 1: Introduction to the 8D Problem-Solving Methodology
10:30 am - 10:45 am	Morning Tea Break
10:45 am - 12:30 pm	Topic 2: D1 (Team Formation) and D2 (Problem Description)
12:30 pm - 1:30 pm	Lunch Break
1:30 pm - 3:30 pm	Topic 3: D3 (Interim Containment Actions) and D4 (Root Cause Analysis)
3:30 pm - 3:45 pm	Afternoon Tea Break
3:45 pm - 5:00 pm	Group Activity: Applying D1 to D4 to a Case Scenario

TRAINING SCHEDULE

Day 2

Time	Activity/Topic
8:30 am - 9:00 am	Recap of Day 1
9:00 am - 10:30 am	Topic 4: D5 (Corrective Actions) and D6 (Validation of Actions)
10:30 am - 10:45 am	Morning Tea Break
10:45 am - 12:30 pm	Topic 5: D7 (Preventive Actions) and D8 (Recognition of Team Effort)
12:30 pm - 1:30 pm	Lunch Break
1:30 pm - 3:30 pm	Practical Exercise: Completing a Full 8D Process
3:30 pm - 3:45 pm	Afternoon Tea Break
3:45 pm - 5:00 pm	Case Study: Successful Implementation of 8D Methodology