

Course code: Q1008

# 8D and Why Why Analysis


8D is one of these systematic methods used to tackle and solve problems. It provides organizations with a structured approach to analyse root cause, problem-solving and continuous improvement, leading to enhanced customer satisfaction and reduced operational costs. This course helps aspiring participants to understand how improvement helps to continual improve organisational management system using its best practice. Participants learn the details of each clauses of the standard requirement to be able to apply within their organization.

## OBJECTIVE

- To describe the concept overview of quality improvement.
- To provide knowledge on management system and describe how 8D approach is applied for response customer complaint.
- To explain the importance of customer-related in the improvement by using 8D concept.
- To build awareness and encourage continual improvement within organization.

## CONTENT

### • **Session 1: Introduction**




Describe the 8D philosophies and principles including supporting systems and tools. Provide understanding of the 8D methodology are to identify the root cause, correct and eliminate problems in a team approach, while making the problems solved useful in product and process improvement. .

### • **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use improvement in the quality and related fields.

### • **Session 3: Problem solving tools**




Describe problem solving tools for root cause analysis as ishikawa/fishbone/cause and effect diagram, affinity Diagrams, Process flow and so on.

### • **Session 4: 8D steps in practice**

Describe systematic process steps and provide understanding of problem solving for continual improvement and sustainability.

### • **Session 5: Conclusion**



Conclude and explain step to implement.

\*Exercise workshop will also be delivered in each key sessions\*

## PREREQUISITES

Basic knowledge in management system is optional. Experience in any industry will be more benefit.



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