

SPC consulting group

8 DISCIPLINES

PROBLEM SOLVING METHODOLOGY

Objective:
The participant will master the methodology of 8 Disciplines for effective problem solving, will be able to design the best control strategy to avoid recurrence understanding the importance of documentation and standardization of solutions.

Prerequisites:
• Knowledge of the problem solving process in your organization (desirable)

Duration:
16 hours

Introduction
- Definitions
- Problem solving methods
- ISO 9001 / IATF 16949 requirements

Behaviors and values
- Business value
- Executive leadership
- Problem owners
- Problem solvers
- Customers
- Suppliers

8 Disciplines methodology

D0: Preparation
- Customer complaint
- Symptoms description
- Emerging response action
  + Check Sheet (tool)
  + Stratification (tool)

D1: Establish work team
- Team leader
- Champion
- Technical experts
- Members
- Responsibilities

D2: Problem description
- Problem selection
- Problem description
- Lessons learned
  + Pareto (tool)
  + Is / Is not (tool)

D3: Containment actions
- Containment actions
- Locations, quantities and products
- Customer notification

D4: Root cause identification
- Process analysis
- Controllable cause
- Root cause verification
  + 5 Why (tool)
  + Ishikawa diagram (tool)

D5: Permanent corrective actions
- Control strategy
- Focus on prevention
  + FMEA Model (tool)
  + Decision matrix (tool)

D6: Implementation and validation of corrective actions
- Measurement of results
- Needed resources
- Responsibilities
  + Implementation plan (tool)
  + Gantt chart (tool)

D7: Recurrence prevention
- Sharing lessons learned
- Preventive actions sources

D8: Recognize the team
- Customer response
- Recognition
- Individual contributions