



EFFECTIVE 8D PROBLEM SOLVING REPORTING



Date: 27-28 April, 2026
(Monday-Tuesday)

Time: 9.00 am—5.00 pm

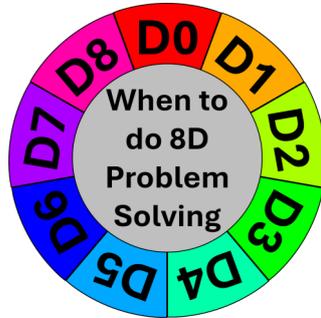
Venue : Palm Seremban Hotel



INTRODUCTION

The 8 Disciplines (8D) Methodology is a formal and thorough approach to solving complex problems. The 8-step process uses a combination of effective techniques and tools to focus a cross-functional team through a meticulous analysis of the problem that has aligned the people together.

When followed diligently, 8D will lead to the finding of the root causes and possible solutions with the impact on the organization pertaining to cost, timing and effect on customer. As such, the purpose of this two-day practical workshop is for the participants to learn why using an 8D problem solving methodology through cross-functional team is important and beneficial, especially to meet customer expectation. Participants will also learn to solve problem using progressive and systemic approach thereby increasing its effectiveness in preventing the occurrence or recurrence of problems.



Day 2

D3 – Implement & Verify Containment Actions

- Develop interim containment action
- Verification and validation of containment actions

D4 – Define & Verify Root Causes

- Data collection and root cause analysis
- Verification of root cause

D5 – Identify & Verify Corrective Actions

- Finding countermeasure to eliminate root cause
- Verification of corrective actions
- Use of mistake proofing techniques, if any

D6 – Implement Permanent Corrective Actions

- Validation of corrective actions for effectiveness

D7 - Prevent Recurrence

- Standardization / documentation
- Deployment of permanent solutions

D8 – Congratulate Your Team

- Recognition and compliment
- Lesson learned and celebrate success
- Case Study / Practice exercise
- Conclusion

OBJECTIVES

Provide participants with understanding to:

- understand and use the 8D model for solving problem
- distinguish between symptoms and causes
- distinguish Corrections, Corrective and Preventive Actions
- work on and contribute to a problem-solving team
- apply the appropriate problem-solving tools throughout the problem-solving process

LANGUAGE

- English and Malay Language

COURSE CONTENTS

Day 1

- Introduction to the 8D Process
- Overview of 8D Process Flow
- Different Problem Solving Process Models
- Good/Bad 8D Reporting; Workshop Exercise
- **D1: Use Team Approach**
 - Formation of cross-functional team, roles
- **D2 – Describe the Problem**
 - Develop problem statement
 - Object, concern & quantification



For enquiries, kindly contact:
 FMM Institute Negeri Sembilan Branch
 Ms. Aliza / Niza
 aliza@fmm.org.my /
 niza@fmm.org.my /
 fmm_institute_negeri_sembilan@fmm.org.my
 Tel: 06-603 1626/1627/1616
 Fax: 06-603 1628

EFFECTIVE 8D PROBLEM SOLVING REPORTING

Date: 27-28 April, 2026 (Monday-Tuesday) Time: 9.00am - 5.00pm Venue: Palm Seremban Hotel

Registration & Payment

PARTICULARS	PARTICIPATION FEE	
Inclusive of SST at 8%	Member	Non-Member
	RM 1,117.80 /pax	RM 1,279.80 /pax
HRDCorp Registered Employer	Claimable under HRDCorp SBL-Khas Scheme <ul style="list-style-type: none"> • No payment to FMM Institute • Fee will be deducted from the employer's HRDCorp contributions. Fund must be sufficient • Full payment is to be made to FMM Institute in the event that no disbursement from HRDCorp under any circumstances. 	
HRDCorp NON-Registered Employer	Cheque or online transfer made payable to FMM	

- Registration is on a **first-come-first-serve basis**. Upon faxing/mailing the completed Registration Form to FMM, you are deemed to have read and accepted the terms and conditions. The program would also be deemed as confirmed unless informed otherwise.
- All registration together with the payment should be made **before the event date**. Certificate will only be issued upon full payment.
 - **Malayan Banking Berhad A/C No: 505176 510352**
 - **FMM SST Registration No: W10-1901-32000105**
- For SBL-KHAS, **grant approval must be provided to FMM at least 3 days** before the event. An attendance of 100% is a must, otherwise employers will be billed in full.

Who Should Attend

This program is specially designed for all the people in the production area production/engineering/test manager/engineer/supervisor/technician who are involved in problem solving.

Trainer

TS DR BONG CHENG SIONG (DEng, DBA, MBA, PG (Lean 6s), BEng, P.Tech, MBB(Lean 6s), MBB(6s), CEng(UK), CMgr(UK)) with over 28 years of working experiences and knowledge in manufacturing operations and management with multinational companies (MNCs) / Small Medium Enterprises (SMEs) .Vast exposures and extensive experiences in Quality Management, Performance Management, Project Management & Operations Improvement, Lead facilitator to drive Operational Curve Management (OCM) program in the MNC with annual turnover of nearly RM4 billion and achieved 80% cycle time reduction in a Memory Product segment, doubled production with the best quality achieved within 2 years in the capacity as Production Manager in Logic Product segment. He also headed TQM activities plant-wide in the MNC with over 5,000 employees and won various Corporate and National awards between 1996 to 2006.

Replacement / Cancellation

- Must be made in writing with reasons to FMM
- Full payment fee will be charged by FMM for cancellation within 2 days prior to the programme.
- 50% payment charged for cancellation between 3-6 days.
- No payment charged for cancellation within 7 days prior to the programme.
- Participants who did **not turn-up will be charged full payment**.
- Replacement can be accepted at no additional cost. FMM reserves the right to cancel or reschedule the program.

Closing Date :
24 April, 2026

REGISTRATION FORM

FMM Institute Negeri Sembilan Branch Fax : 06-603 1628

<u>Name</u>	<u>Designation</u>	<u>Email</u>	<u>I.C Number / Passport Number</u>
1. _____	_____	_____	_____
2. _____	_____	_____	_____
3. _____	_____	_____	_____

Payment:
Full payment of RM _____ will be made via SBL-Khas Cheque Direct bank-in

Please Tick (/) FMM Member ROC No : _____ SST No: _____

Submitted By: NON- Member Tin No. : _____ Membership No : _____

Name : _____ Designation : _____

Company : _____

Address : _____

Tel : _____ Fax : _____

Email : _____

