

## 8D解决问题手法

### 8D Problem Solving Process

#### 课程简介

8D 是一个用来对产品设计和流程进行改进的解决问题的方法,由8条纪律构成。本课程围绕解决问题的 8 条纪律,教给企业在面对顾客投诉及重大不良时,如何客观地确定主要原因和解决问题并防止相似问题的再次发生

#### 课程目标

- ★ 理解8D手法的八条纪律 ( 8D ) 及其相互关系
- ★ 了解解决问题应以团队合作为中心,以事实和数据为依据
- ★ 熟练运用解决问题过程中所需的技术和工具
- ★ 培养分析能力和决策能力

#### 内容提要

- D1: 小组成立
- D2: 问题说明
- D3: 实施并验证临时措施
- D4: 确定并验证根本原因
- D5: 选择并验证纠正措施
- D6: 实施永久纠正措施
- D7: 预防再发生
- D8: 小组祝贺

#### 课程对象

企业中基层干部

#### 课程时间

1天共8学时

#### Introduction

8D is a problem-solving methodology for product and process improvement. It is structured into eight disciplines. This course describes how to find the root cause and solve the problem when customer complains is high and facing fatal defect

#### Objectives

- ★ Learn 8 Disciplines and the correlations.
- ★ Understand the keys of problem solving are team work and focusing on facts and data.
- ★ On top of the techniques and tools in problem solving process
- ★ Bring up the capability of analysis and decision making

#### Contents

- Discipline 1 Build The Team
- Discipline 2 Describe the Problem
- Discipline 3 Implement a Temporary Fix
- Discipline 4 Eliminate Root Cause
- Discipline 5 Select & Verify Corrective Action
- Discipline 6 Implement Permanent Fix
- Discipline 7 Stop It Happening Again
- Discipline 8 Celebrate Success

#### Participants

Line leaders

#### Duration

One day / 8 hours