



# JVR CONSULTANTS

*The symbol of success*

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## GLOBAL 8D PROBLEM SOLVING TECHNIQUE

### INTRODUCTION

Every day we face problems of different kinds. Customer expects his complaints needs a special attention and need to get solved forever. In this regard he further insists to get it solved using G8D Problem solving methodology. But many of us are not in a position to understand the methodology of applying them effectively. Hence sometimes the same problem repeats.

### PROGRAMME OBJECTIVES

To give a complete awareness and orientation to the participants about the methodology involved in using the concept.

Most importantly, how to use it so effectively that the problem does not repeat and make customers happy.

### CONTENTS

- 1.0 The problems with problem solving
- 2.0 D0: Choosing the G8D problem: when is a G8D needed
- 3.0 D1: The team: team forming, choosing right people for the problem solving activity
- 4.0 D2: Describe the problem – how to define and describe a problem
- 5.0 D3: Immediate containment action
- 6.0 D4: Define & verify root cause - combining brainstorming, cause & effect, and how to use 5 why techniques to get to the root cause
- 7.0 D5: Choose & verify permanent corrective action - verification techniques
- 8.0 D6: Implement permanent corrective actions - followup & closure
- 9.0 D7: Preventing recurrence - training, updating systems & documents
- 10.0 D8: Congratulating the team - motivation & recognition

### METHODOLOGY

1. Defining a defect or a problem.
2. How to define or describe a problem?
3. How to take up problems for G8D.?
4. How to phrase words in each column.
5. Illustrating with live examples.
6. Addressing practical problems if any posted by the participants.
7. Making the participants to work on practical exercises to come out with a structured G8D

### LEARNING OUTCOMES

Learn to address problems or complaints thro' G8D

Problems getting repeated are avoided.

Cost due to rejects are saved.

Gain customer confidence thro' the professional demonstration of solving problems.



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## TARGET GROUP

Supervisors / Technicians / Engineers / Executives – Design and Development, Production, Quality, Tool room. Maintenance,

Anyone who execute and implement improvement ideas.

## **PROFILE OF THE TRAINER & CONSULTANT MR. V. RAMAVALLABHAN**

### **Background:**

- *Physics Graduate with Post Graduate Diploma in Master of Business Administration (PGDMBA), Diploma in Production Management (DPM).*
- **Certified Lead Auditor –**
  1. **ISO 9001 (IRCA),**
  2. **ISO 9001 (RABQSA),**
  3. **ISO/TS 16949 (SMMT-IF, UK - IATF)**
  4. **ISO/TS 16949 (AIAG, USA - IATF),**
  5. **AS 9100C(RABQSA),**
  6. **ISO 27001 (NABET)**
  7. **ISO 14001(IEMA),**
  8. **OHSAS 18001( IRCA)**
  9. **ISO 50001 (BSI)**
- **VDA 6.3 Module E Process Auditor in the Product Life Cycle (VDA - QMC. Germany).**
- **Certificate of Lean Competency – Lean Manufacturing from QCI.**
- **Certified IPC Specialist : IPC/WHMA-A-620 Requirements and Acceptance for Cable and Wire Harness Assemblies.**

### **Key Attributes:**

- *Over 2 decades exposed to Multi Branches of industries namely **Electrical, Electronics, Mechanical, Plastics and sophisticated screen printing**, in the areas of **R & D, Manufacturing, Quality, Reliability, Supplier Development, Product Transfer, Agency Approvals, Customer Support, Process Engineering, Etc.***
- *Over a decade in Training and Consulting in the title JVR Consultants as a sole Trainer & Consultant.*
- *Traveled to countries like **Singapore, USA and Srilanka** for New Product development, Supplier development, Product Transfer, Training & Development of the employees.*
- *His excellence in man management during his corporate life has lifted him to great heights.*
- *His interpersonal relations and easy access among various levels of the organization he is working with is a great attraction and advantage.*



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- Presented papers in International seminar on various topics like **TQM, Global Warming**, etc.
- Currently since the year 2005 offers **Training (Technical & Soft skills)** and covered 1000s of participants.
- The training sessions are handled in 3 languages namely, **Tamil, Hindi and English**. Covered 1000s of participants. Though based in Chennai, travel throughout India and provide **Training and Consulting**. So far provided training in Uthanchal, Faridabad, Noida, Surat and Pune on various concepts in north. In south provided training and consulting in Tamilnadu, Andrapradesh, Karnataka and Kerala.
- **On Consulting**, completed and working on various **PROJECTS – CONSULTANCY** on Business Process Development, **TQM, Quality Circle Consulting** including preparing the team members for competition, **Jury in Quality Circle Competition, Product Transfer, 5S, Waste Elimination, Kaizen, FMEA, PPAP Documentation, Facilitate Documenting, Implementing and Certification of ISO 9001, ISO 14001, OHSAS 18001, ISO/TS 16949, ISO/TS 29001**, etc.
- The industries trained and undertook **PROJECTS – CONSULTANCY** include Automobile, Electronics, Electrical, Mechanical, Plastics, Casting, Forging, Printing, Cement, Sugar, Rubber, Chemical, Construction, Fabrication, Heavy Engineering, Shipping, Garments, FMCG, etc.
- His approach on implementing system will be **Simple, Practical, Cost effective** most importantly focusing on **most appropriateness that benefits the organization towards Return on Investments (ROI)**.
- **Awards:** Received Awards for best Soft Skills and Corporate Trainer.

**For more information** (especially on Service record on Training and Projects – Consultancy, Clients, interesting Articles, etc.): Please visit: [www.jvrconsultants.net](http://www.jvrconsultants.net)