

## 8D PROBLEM SOLVING D1

### Purpose

To understand and control the intention of the stage D1 of the 8D Problem Solving Method

### Background

Grainbuddy GmbH is a small brewer of Beer located in Hopstadt in the West of Germany. The production is 23 000 000 ltr of beer of various types and the majority is sold domestically, but about 15% of the production is exported to countries such as Netherlands, Denmark, Sweden, Poland and Austria.

The product quality is generally considered to be superb. They are license makers to Erdinger, Bitburger and Paulaner, but do also have about 25 different brands of their own recipes, which are trademark protected. The most famous and respected one is the "IPA Himmelsfinder".

They have four production lines which are all standardized using the same process setup, except for Line L4, which was refurbished in February (current year), where the cooling process step was replaced including with a new computer controlled.

In May (current year), a customer complaint is received, from a distributor in Denmark, which has noticed an increasing number of "observations" from local dealers and clients in Denmark for smell and taste of the (which are "abnormal"). One formal complaint (only) has been received from a grocery in Denmark and that complaint is now forwarded to you.

### Task

**You are the quality manager at Grainbuddy** and you have heard something about 8D Problem Solving Methods and understand that you have to set-up a PST. The Team you are suggested to define consists of:

1. Bud Beck, Quality Manager:
2. Paul Ahner; Laboratory Technician
3. Franziska Ahner, Quality Consultant/Method Specialist
4. August Einer, Logistic/Planning manager
5. Birgitte "Bitte" Steiner, Production Engineering manager

**Define/Decide a PST including supporting members and member of a control (Steering group)**

### Support

Power-point with potential members of a PST.

### Time:

15 minutes