

8D PROBLEM SOLVING D4

Purpose

To understand and control the intention of the stage D4 – Root Cause Analysis of the 8D Problem Solving Method

Background

During Process Steps D2 and D3 the Problem Solving Team has gained some information and have been able to make a some (accelerated) tests. Tests have been performed and experiences have been summarized.

Task

You are the manager of the problem solving Team at Grainbuddy.

Based on the previous performed exercises and the additional information on the following pages, you are to perform a suggestion to Root-Cause Analysis AND selection of corrective action through performance of:

1. Ishikawa Analysis
2. 5 WHY
3. Is/Is Not Update (If possible)

Support

- 8D Report Excel file
- Is/Is-Not Analysis from D2
- Additional information through stage D3 (See following page)

Time:

60 minutes

Additional Information provided through D3

As a results of the tests performed through stage D3, in the last 48h and following results and experiences has been achieved.

1. Test of changing the recipe
2. Test a current recepie in both production lines
3. Test of temperature change after EOL test to simulate change of smell and taste. Possible acceleration test
4. Test change of cycle time in the prototype process (smaller quantity)
5. Review of internal audit information

It has also through experience and laboratory of test results, that **the most likely cause to the problem is bacteria growth** that would occur **after the filtration process** through:

1. Use of contaminated equipment
2. Contaminated bottles
3. Transport problem
4. Lack of cleanliness in production

