

8D PROBLEM SOLVING "GRAINBUDDY"

Purpose

To understand and control the intention of the stage D2-D5 of the 8D Problem Solving Method including use of tools provided in the VDA QMC 8D Template which also are part of the 8D application.

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 Himmelfinder".

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.



Tasks

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.

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 – Problem Solving Team consisting of:

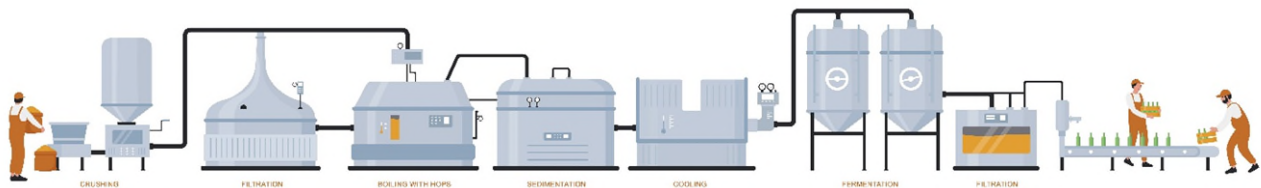
1. Bud Beck, Quality Manager:
2. Paul Ahner; Laboratory Technician
3. Franziska Ahner, Quality Consultant/Method Specialist
4. August Einer, Logistic/Planning manager
5. Birgitte “Bitte” Steiner, Production Engineering manager

Through support given in the various stages you are to perform the first stages of the 8D Problem Solving method, consisting of:

D1: Establishment of Problem solving team; The participants will be given a suggestion to team composition but also some alternative persons to join or replace suggested members of the PST.

D2: Defining Problem Description (using Is/Is Not Analysis); The participants will be given rough details about the complaint, where it has happened, where it might happen and some details about the production planning. Based on that a clear problem description is to be written and an Is/Is Not Analysis is to be performed.

D4: Performance of Root Cause Analysis (using Ishikawa and 5 WHY): The participants will be given some additional data that has been provided as part of the containment action and also be provided with a process description and some fictive additional data. Using Ishikawa, 5-WHY and additional evaluation methods. The task is to come to rational and applicable root-cause analysis and to complete D4 and D5



D5: Selection (and verification of corrective actions): The final task for this exercise is to select corrective action and to make an applicable verification and implementation plan.

Time:

Totally 3-4 hours