

# 8D Problem Solving at Nifco UK Limited

## Company Information

Nifco UK is a world-class, advanced automotive components manufacturing business. They design, develop and manufacture quality components for the global automotive industry. Products can be found in the interior, exterior and engines of many vehicles worldwide. From the fasteners that you don't see inside your car door, to the oil cap under your bonnet and the housing for the thermostat in your engine – during your daily travels, you are highly likely to come into contact with a product manufactured by Nifco on Teesside in the UK.

## Requirements

- Increase capability across the Quality team in terms of Problem Solving and Process Improvement, using 8D as the reporting method
- Deliver bottom-line benefits and process improvements internally
- Increase customer satisfaction



## Capella's Input

- Onsite training in 8D Reporting and key tools
- Technical support in key concepts and tools including: Voice of the Customer, Project Scoping, Process Mapping, Root Cause Verification and sustainable improvement implementation

“ Thanks to the training we are implementing 8D Problem Solving more rigorously. ”



## Outcomes

Key members of the Quality team have completed training and applied the tools and techniques to solve problems using the 8D methodology



“ We received excellent feedback from the course. It was so successful we are currently in discussions whether to deliver this course again as part of the Company's Focus Improvement programme. ”

