Proceedings of the 3<sup>rd</sup> Asia Pacific International Conference on Industrial Engineering and Operations Management, Johor Bahru, Malaysia, September 13-15, 2022

https://doi.org/10.14807/ijmp.v4i2.74

- Chen, H., & Cheng, B., A case study in solving customer complaints based on the 8Ds method and Kano model., Journal of the Chinese Institute of Industrial Engineers, vol. 27, no. 5, pp. 339-350, 2010. https://doi.org/10.1080/10170669.2010.495508
- Elangovan, S., Jusoh, M. S., Yusuf, D. H. M., Ismail, M. S., and Din, M. S., 8D Problem Solving Methodology : Continuous Improvement in Automation Organization. *Journal of Physics: Conference Series*, vol. 2129, 2021. https://doi.org/10.1088/1742-6596/2129/1/012017
- Fithri, P., Six Sigma Sebagai Alat Pengendalian Mutu pada Hasil Produksi Kain Mentah PT UNITEX, TBK. J@ti Undip : Jurnal Teknik Industri, vol. 14, no. 1, 2019. https://doi.org/10.14710/jati.14.1.43-52
- Kaplík, P., Prístavka, M., Bujna, M., and Viderňan J., Use of 8D Method to Solve Problems, Advanced Materials Research, vol. 801, pp. 95–101, 2013. https://doi.org/10.4028/www.scientific.net/AMR.801.95
- Krajnc, M., With 8D method to excellent quality. Journal of Universal Excellence, vol. 3, no. 10, 2012.
- Kusuma, T. Y. T., and Guritno, D. Analisis Pengendalian Kualitas Proses Pengantongan Semen Menggunakan Six Sigma (Studi Kasus PT . Semen Bosowa Banyuwangi ). *Jurnal Industry Xplore*, vol. 5, no. 2, 2020.
- Latief, R., Laga, A., and Muchtar, M. Strategi Pengendalian Mutu Proses Produksi Minuman Teh Menggunakan Metode Six Sigma (Studi Kasus Di Pt. Dharana Inti Boga). *Jurnal Reka Pangan*, vol. 11, no. 2, 2017. https://doi.org/10.33005/jtp.v11i2.898
- Prasetyo, Y. T., Persada, S. F., Cagubcob, A. M. A., and Redi A. A. N. P., (2021). Application of 8D Methodology for Minimizing Test Mixing Event in Semiconductor Test Manufacturing. *IEEE 8<sup>th</sup> International Conference* on Industrial Engineering and Applications, pp. 360–367, 2021.
- Rathi, R., Reddy, M. C. G., Narayana, A. L., Narayana, U. L., and Rahman, M. S., Investigation and implementation of 8D methodology in a manufacturing system. *Materials Today: Proceedings*, 2021. https://doi.org/10.1016/j.matpr.2021.05.273
- Riesenberger, C. A., and Sousa, S. D., The 8D Methodology : An Effective Way to Reduce Recurrence of Customer Complaints ?, *Proceeding of the World Conress on Engineering*, vol. *III*, 2010.
- Zarghami, A., and Benbow, D., Introduction to 8D Problem Solving: including practical applications and examples., ASQ Quality Press, Milwaukee, 2017.

## **Biographies**

**Siti Nurmalia** is a student in Industrial Engineering Department at UIN Sunan Kalijaga Yogyakarta in Indonesia. She participated as an Ergonomics and Statistics Laboratory Assistant. She has also attended an internship program at PT Telkom Kotabaru Yogyakarta as Home Service, CV Rumah Mesin as marketing and had the opportunity to receive training from the Minister of Industry regarding about TKDN, and as Quality Control at PT IGP Internasional Sleman.

**Cahyono Sigit Pramudyo** is an Associate Professor in Industrial Engineering Department at UIN Sunan Kalijaga Yogyakarta in Indonesia. He received his Bachelor degree in Industrial Engineering from Universitas Gadjah Mada and his Master degree in Industrial Engineering and Management from Institut Teknologi Bandung Indonesia. He holds a Doctoral degree from Industrial and Manufacturing Engineering at Asian Institute of Technology Thailand. His research interests are vendor managed inventory, decision support system, and simulation.