

## Problem Solving - Employing the 8D Methodology



**Course Duration: 2 Days - 8 Hours/day**

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## Seminar Content

This two day seminar covers all phases of the team approach to identifying and solving problems, based on the eight-discipline methodology. The Global 8D Process is taught using a real life case study.

## Learning Objectives

- Demonstrate an ability to complete all sections of an 8D report
- Explain the relationship of all the different entries on an 8D
- Evaluate an existing 8D to determine its effectiveness
- Demonstrate the linkage between 8D and FMEA

## Seminar Outline

- Problem Solving Overview
- D1: Form Team
- D2: Describe the Problem
- **Breakout Exercise: Problem Identification and Containment**
- D3: Contain Symptoms – Implement and Verify Interim Actions
- **Breakout Exercise: Interim Containment Actions**
- D4: Find and Verify Root Causes
- **Breakout Exercise: Root Cause Analysis**
- D5: Select Permanent Corrective Actions
- **Breakout Exercise: Corrective Actions Decision Making**
- **Breakout Exercise: Decision Making Exercise**
- D6: Implement Permanent Corrective Actions

- **Breakout Exercise: Implementing and Validating the PCA**
- D7: Prevent System Problems
- D8: Closure and Team Congratulation
- **Breakout Exercise: Preventive Action and Close-Out**

## Who Should Attend

This seminar is designed for individuals and teams who are responsible for identifying, solving and eliminating problems that hinder quality, productivity and Customer Satisfaction.

## Seminar Materials

Each participant will receive a seminar manual, including a complete package of problem solving worksheets and checklists for each step of the process, as well as all team exercise materials.

## Pre-Requisite

Participants should possess the ability and/or desire to work with small groups of people in a cooperative and productive manner to achieve planned objectives.

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