

8D Problem Solving

Training agenda:

1. Steps of the 8D Analysis Process:

D0 – Preparation and Problem Statement

- Initial problem evaluation criteria
- Emergency Response Actions (ERA) – when to use them and what information is needed for validation
- Case study

D1 – Team

- Recommended team structure and roles
- Responsibilities of team members
- Methodology for conducting meetings
- Case study

D2 – Problem Definition (Using 5W2H and Is/Is Not)

D3 – Interim Containment Actions (ICA)

- Ensuring effectiveness in the context of customer safety
- Examples of actions implemented by the production plant and at the customer's location

D4 – Root Cause Analysis

- Tools and documentation review

D5 – Identifying Corrective Actions

D6 – Implementation of Permanent Corrective Actions (PCA) and Effectiveness Assessment

D7 – Preventive Measures

- Examples of documents that need to be updated after a claim

- Difference between “Read Across” and “Lesson Learned”

D8 – Closing the Analysis and Team Recognition

2. Describing the Search for Causes of Nonconformity

3. Records of Actions Taken

4. Tools for Initiating Corrective and Preventive Actions

Ishikawa Diagram for:

- Why Happened (WH)
- Why Undetected (WU)

5 Whys:

- Correct transition between questions
- Case study

5W2H Analysis and “Is / Is Not” Method:

- Properly structured problem description
- Common mistakes made by teams
- Case study

5. Group Troubleshooting

- Building an interdisciplinary team
- Effective communication within the team
- Collaborative search for causes of nonconformity

Participant will learn:

- How to document 8D activities
- Principles of effective team building
- Practical techniques for exploring root causes creatively
- How to distinguish between a symptom and a root cause during analysis

- Best practices for creatively identifying causes of nonconformity
- How to implement preventive actions (D7) to prevent problem recurrence
- Step-by-step approach to 8D methodology based on practical case studies
- How to properly describe a problem without jumping to conclusions
- Assessing the effectiveness of Interim Containment Actions (ICA) and Permanent Corrective Actions (PCA)

Actual dates can be found directly on our website.

Price Includes:

- Training participation
- Training materials
- Certificate of completion
- **12 months of post-training consulting for participants**

Duration:

1 day