

8D - Detailed Training Programme Outline

Summary: This programme provides the underpinning knowledge and builds delegate confidence to apply 8D at a working level enabling efficient resolution of problems and avoidance of future problems

Aimed at: All personnel responsible for resolving customer's Quality-related concerns

Prior Qualifications/Experience: Experience of Problem Solving is beneficial

Duration: 2 days

Format: Combination of presentation and Trainer-lead activities carried out in a training-room environment

Software Specification: No software or IT resources are required

Objectives: By the end of the programme, participants will be able to:

- Appreciate what 8D is and how it enables organisations to efficiently resolve Quality-related problems
- Understand the key phases and elements of 8D
- Understand how to use 8D to avoid future problems
- Confidently apply the 8D process to analyse and eliminate problems by determining root causes and implementing corrective and preventative actions

Content:

- What is 8D?
- Preparation for problem solving through 8D - Does the problem require an 8D?
- Selecting team members
- Problem definition including Is/Is Not
- Identifying and planning containment actions
- Root cause analysis and verification including Process Mapping, Cause and Effect diagrams, and 5 Why's
- Generating and selecting solutions
- Improvement tracking and validation
- Problem prevention – systems, processes and tools
- Replication planning
- Disengaging the team

“This programme has helped us understand a valuable tool for problem solving and to practice putting 8Ds together. It's also good to see how they fit with other tools.”

Roy Legg, Quality Manager, Beakbane