8D Problem Solving

Course Description

This 1-day or 2-day 8D Problem Solving course equips participants with the skills and tools to identify, analyze, and eliminate the root causes of problems in manufacturing, service, and business processes. The 8 Disciplines (8D) methodology is a globally recognized structured approach that emphasizes cross-functional teamwork, data-driven decision-making, and sustainable corrective actions.

Through interactive lectures, real-world examples, and hands-on exercises, participants will learn to apply the 8D process to effectively resolve issues, prevent recurrence, and improve customer satisfaction. The course emphasizes the financial benefits of 8D problem solving, including reduced warranty claims, lower scrap and rework costs, improved productivity, and minimized downtime.

Course Objectives

Understand the 8D Problem Solving Process:
â?? Define each of the 8 Disciplines and their purpose.
â?? Recognize the value of a structured, team-based approach.

Apply Root Cause Analysis Tools:
â?? Use tools such as 5 Whys, Fishbone Diagrams, and Pareto Analysis.
â?? Distinguish between root causes and symptoms.

Develop and Implement Effective Solutions:
â?? Create corrective actions that address root causes.
â?? Verify and validate effectiveness before closing the issue.

Prevent Problem Recurrence:
â?? Implement system and process changes to avoid repeat issues.
â?? Apply lessons learned across the organization.

Link 8D Problem Solving to Financial Performance:
â?? Quantify savings from reduced defects, scrap, and downtime.
â?? Demonstrate ROI through sustained problem elimination.

Training Options

1-Day: Introduction to 8D principles, overview of tools, and guided application exercises.
2-Day: Expanded content including advanced root cause analysis techniques, more in-depth case studies, and additional team-based problem-solving practice.