

# 8D PROBLEM SOLVING

## TRAINING INFORMATION

### Background

Increased product complexity and tougher demands on capable production processes mean increased responsibility for the people who conduct are engaged in problem solving, customer complaint management, internal audits or supplier assessments.

### Description

This training explains the extensive use of problem solving in eight disciplines with the appropriate supporting quality tools. You will acquire the skills you need to consistently apply the specific problem solving tools and to lead problem solving teams to successful conclusions. The training also covers the VDA handbook Standardized Process for Handling Customer Complaints and how it connects and details with the problem solving process. Assessments, maturity levels, roles, responsibilities and team dynamics, plus motivation, leadership and a culture of dealing with faults also form part of this training.

### Objective

You are familiar with the criteria for deciding to apply the 8D method. You know and understand the connections between symptoms and technical root causes, and you know how to systematically identify root causes. You are able to use tools and techniques (Is/Is not, Ihikawa, 5 whys) and the eight disciplines consistently. You know how to lead problem solving teams to success You understand the selection and effectiveness of corective and preventive actions

### Target group

Employees deployed as problem solving experts (e.g. 8D team leaders, 8D methodology experts and 8D moderators) and employees working in complaints management.

### Prerequisites

- Initial experience in problem solving
- Basic knowledge of the application of quality methods
- A general understanding of the customer-supplier relationship



**QUALITY REQUIRES COMPETENCE**

## DAY 1; OCTOBER 26, 2023

419 - TRAINING AGENDA				
DAY	TIME	DURATIC	TYP	AGENDA POINT
1	09:00	5	S	Start of the day
1	09:05	15	L	A0 – Sociometric setup
1	09:20	5	L	Presentation of agenda & format of the 2 day
1	09:25	5	L	Introduction to VDA QMC
1	09:30	15	L	Introduction to the 8D method
1	09:45	15	E	Exercise - Problem Solving methods
1	10:00	15	L	History and core fundamentals
1	10:15	15	L	Targets and underlying principle
1	10:30	15	B	Coffee break
1	10:45	15	L	D1 - Problem-solving team
1	11:00	15	E	Exercise -Problem Solving Team D1
1	11:15	40	L	D2 - Problem description
1	11:55	30	E	Exercise - Problem Description D2
1	12:25	20	L	D3 - Containment actions
1	12:45	60	B	Lunch break
1	13:45	30	E	Exercise: Containment action D3
1	14:15	15	ER	Exercise Review and solution explanation
1	14:30	45	L	D4 - Root cause analysis
1	15:15	15	B	Coffee break
1	15:30	45	L	D4 - Root cause analysis (cont)
1	16:15	5	L	introduction to exercise
1	16:20	30	E	Exercise - Root Cause Analysis D4
1	16:50	10	S	Summary by the trainer
1	17:00	5	F	End of the day

ABBR.	EXPLANATION
S	Start
B	Break
E	Exercise
ER	Exercise Review
F	Finish
K	Knowledge Test
L	Lecture

## DAY 2; OCTOBER 27, 2023

419 - TRAINING AGENDA				
DAY	TIME	DURATIO	TYP	AGENDA POINT
2	09:00	5	S	Start of the day
2	09:05	30	L	Repetition Day 1
2	09:35	15	ER	Exercise Review and solution explanation
2	09:50	15	L	D5 - Selection and verification of corrective actions
2	10:05	20	E	Exercise: Selection and verification of corrective actions (D5)
2	10:25	15	B	Coffee break
2	10:40	15	ER	Exercise Review and solution explanation
2	10:55	15	L	D6 - Implementation and validation of corrective actions
2	11:10	20	L	D7 - Prevention of reoccurrence
2	11:30	30	E	Exercise - Corrective and preventive actions D6-D7
2	12:00	60	B	Lunch break
2	13:00	15	ER	Exercise Review and solution explanation
2	13:15	20	L	Annex templates
2	13:35	20	L	Assessment matrix
2	13:55	20	L	D8 - Conclusion and acknowledgement of the team
2	14:15	15	L	Summary D1-D8
2	14:30	15	E	Exercise - Conclusion
2	14:45	15	B	Coffee break
2	15:00	5	L	introduction knowledge test
2	15:05	30	K	Knowledge Test
2	15:35	15	ER	Exercise Review and solution explanation
2	15:50	10	S	Summary by the trainer and feedback
2	16:00	5	F	End of the training

## PARTICIPATION LIST

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## ZOOM MEETING INFORMATION

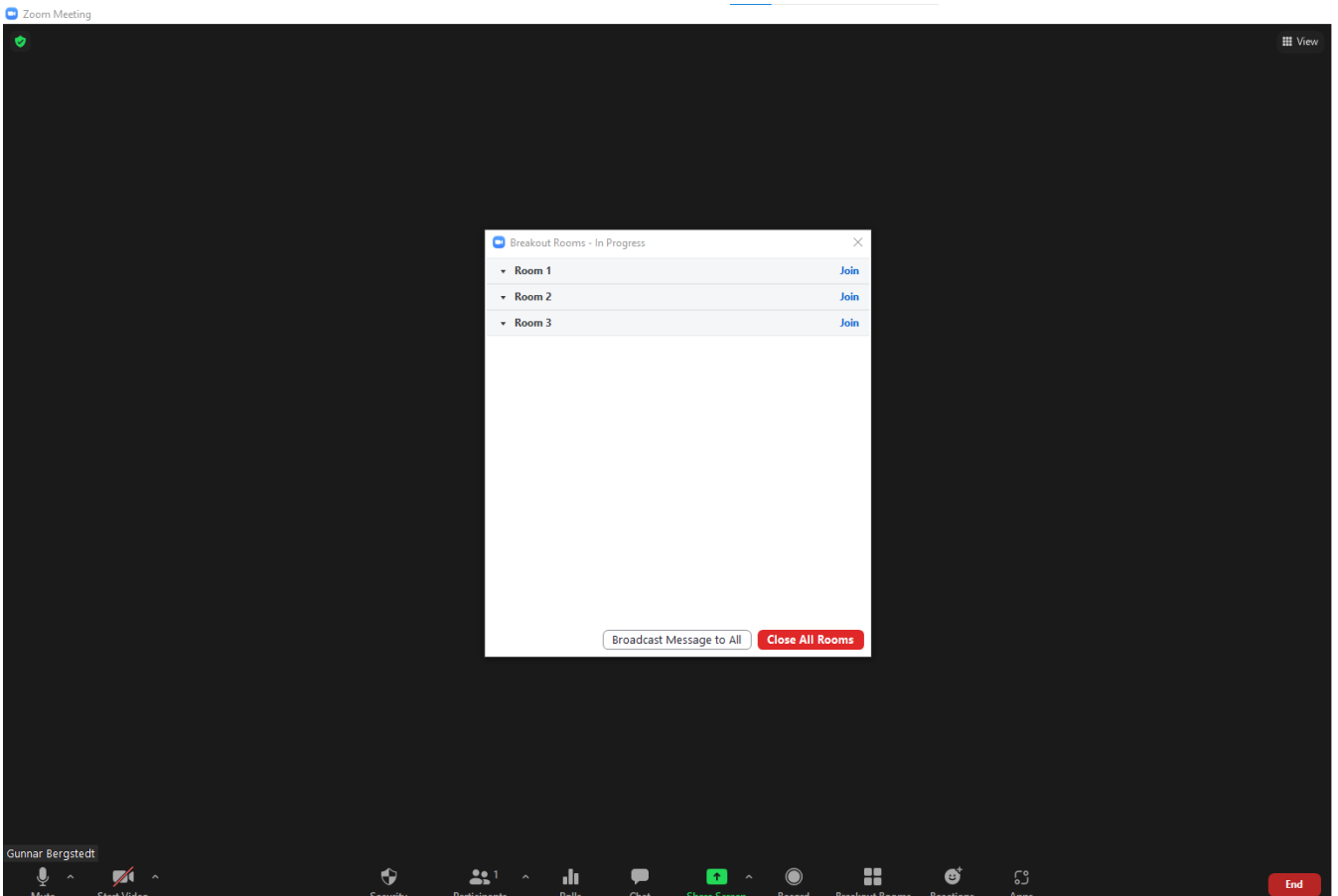
Join Zoom Meeting (October 26-27)

<https://us02web.zoom.us/j/81118944436?pwd=V1crcVBIS3I4dIlZSVlFVGhpaExNUT09>

Meeting ID: 811 1894 4436

Passcode: 994966

## Break-Out Rooms



Zoom Meeting

Breakout Rooms - In Progress

- Room 1 [Join](#)
- Room 2 [Join](#)
- Room 3 [Join](#)

[Broadcast Message to All](#) [Close All Rooms](#)

Gunnar Bergstedt

Mute Start Video Security Participants Polls Chat Share Screen Record Breakout Rooms Reactions Apps End