

# 8D Problem Solving Process

## 2 Day Workshop

### Workshop Overview

The 8D Problem Solving Process Tools training workshop provides the skills and knowledge needed for solving problems using the Global 8D industry standard model. This workshop provides an emphasis on the practical use of common problem-solving tools. The presentation includes technical concepts, classroom discussion, and hands-on exercises. Teams of participants will perform the practical exercises, allowing them to practice the theories in a team-oriented atmosphere. Other proprietary and company-specific case studies and documentation may be incorporated into the training where appropriate.

### Workshop Objective

At the end of this workshop, the participants will be equipped with the skills and knowledge necessary to lead a team-oriented problem solving effort, using a time-proven structured problem solving strategy (the 8D method) that gets results by:

- Solving problems by finding real root causes
- Taking action that permanently removes the problem



# 8D Problem Solving Process

## 2 Day Workshop

### Workshop Outline:

1. Background and Origin of 8D Problem Solving - What is Eight Disciplines Problem Solving (8D)? - Background and History of 8D - Usage of 8D in Industry - Benefits and Disadvantages of 8D
2. **The 8D Problem Solving Process:**
  - 0D Planning
  - 1D Build the Team.
  - 2D Describe the Problem.
  - 3D Implement a Temporary Fix.
  - 4D Identify and Eliminate the Root Cause.
  - 5D Verify the Solution.
  - 6D Implement a Permanent Solution.
  - 7D Prevent the Problem From Recurring.
  - 8D Celebrate Team Success.
3. Applying 8D Problem Solving Tool - Tools Used Within the 8D Problem Solving - Understanding the Relationship of 8D and FMEA - Step by Step Application D1 – D4 ; Step by Step Application D5 – D8
4. Case Study: Lessons Learnt to Fine-Tune 8D Implementation Approach
5. 8D Worksheet
6. Problem Statement Worksheet
7. Team Start-Up Worksheet
8. Minutes & Planner Worksheet
9. Comparative Analysis Worksheet
10. Checklist to Prevent Recurrence
11. Power of Mistake-Proofing Solutions
12. Examples of Causal Factors.

# 8D Problem Solving Process

## 2 Day Workshop

### Other Details:

- Payment to be made within 15 days from the date of the invoice.
- All payments must be made by cheque/online transfer etc., drawn in favour of Sieger Training India. Sieger will charge on INR basis only.
- Overseas clients will have to take care of all the training materials directly as briefed by Sieger Training. However, Sieger can procure some (which can be transited) not all, on behalf of the client but any additional charges for custom clearance must be taken care by client only.
- Facilitators Travel, accommodation & Food must be taken care by the client (wherever necessary)
- Clients will have to arrange LCD, Speakers, Mike on their own.
- Cancellation of confirmed programmes shall be intimated one week in advance else 50% of the total charges shall be applicable.
- Client will recognize the intellectual property rights of Sieger Training and such materials are not to be copied without prior written approval of Sieger Training.
- Take all responsible steps to hold all Sieger Training copyrighted materials confidential to Client.
- Guarantee that no training will be conducted using Sieger Training concepts or material is carried out for employees of Client and Client shall not use Sieger Trainer's without the knowledge of Sieger Training Consultants (P) Limited.
- Ensure that any materials of Sieger Training supplied to internal employee(s) are retained by Client and or returned to Sieger Training if the employee(s) ceases to be employed by the company;
- Ensure that no substantive modification of course design or content occurs without the prior written permission of Sieger Training, which shall not be withheld unreasonably;
- Treat this agreement as confidential and not divulge its contents to third parties;
- Inform Sieger Training of any internal procedures for the payment of invoices.