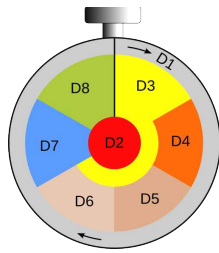




8D – *Eight Disciplines* Problem Solving Tools and Techniques to Understand and Eliminate Problems



8D (“eight disciplines”) is an approach to problem solving. It focuses on the **permanent improvement of processes** and aims to identify, correct and eliminate recurring problems at their source. It is a *reactive* approach that is generally used when the root cause is not clear.

This **intense and highly interactive training** provides you with tools and techniques to analyze problems, determine their causes, plan and implement effective corrective actions and validate the results.

Target Audience	<p>This training is intended for anyone who needs to analyze, assess and eliminate non-conformities, especially in a production environment.</p> <p>It is desirable that the participants come from different fields of work and different hierarchy levels. They can be beginners or have experience in this technique.</p>
Objectives	<ul style="list-style-type: none"> • Learn a systematic and pragmatic approach to problem solving. • Understand that 8D is not limited to repair (<i>correction</i>) and that it aims at the permanent elimination of the problem at system level (<i>corrective action</i>). • Adapt this approach to the company, its environment and the issues at stake. • Be able to compose a dedicated team for problem solving. • Take into account the interests of the stakeholders - those inside the company, your customers and also your suppliers. • Learn pragmatic tools and techniques that you can apply immediately.
Contents	<ul style="list-style-type: none"> • The cost of an error, or: why we need to analyze non-conformities. • The importance of a <i>systematic</i> approach. • The 9 steps of 8D. • When <i>not</i> to use 8D. • The importance of teamwork and of soft skills. • Analysis tools: historical review, affinity diagram, 6M, 5W, Pareto diagram, scatter plot, control chart, etc. • Why “human error” is never the real cause, and why it is not enough to “provide more training”. • The connection of 8D with management systems such as ISO 9001 and ISO 9100. • The challenges of systemic causes. • The importance of proper documentation.
Credentials	<p>Upon completion, participants receive a seminar certificate.</p> <p>PMP®-certified participants can claim 14 or 21 PDU (for 2 or 3 days, respectively).</p>
Language	<p>Documentation and facilitation is available in English, German and French.</p>
Trainer	<p>Dr. rer. nat. Jörg Hau, PMP</p>
Logistics	<p>The training consists of a 2- or 3-day interactive, workshop-style course. Only available as in-house training, preferably at your production sites.</p> <p>Min. 4, max. 12 participants. 2 or 3 days, 1 trainer.</p>

