

8D Problem Solving

Course Description

Eight Discipline Problem Solving (8D) is a method pioneered by the Ford Motor Company to identify, correct and eliminate recurring problems. Since its introduction 25 years ago, it has found broad application within both the auto industry and in general manufacturing. Particularly useful in product and process improvement, 8D focuses on identifying the root cause of the problem and establishing a permanent corrective action.

Participants will learn the basics of the 8D Problem Solving technique through a combination of lecture and team exercises. The course is available in two formats:

1 Day (8 Hours)

An overview of the process and introduction to all elements.

2 Days (16 Hours)

Covers the same subject matter as the 1 Day course but offers more in-depth instruction and hands-on workshops on the tools used within the 8D process.

Who Should Take It

- Quality Managers
- Quality Team Leaders
- Individuals / team members wanting a better understanding of the 8D problem solving process and tools.

Learning Objectives

- The Problem Solving Process
- An Outline of the 8 Discipline (8D) Process
- Step D0 - Initiating the Process
 - Tools Used During the Initiation Phase
- Step D1 - Establishing the Team
 - The Value of Teamwork
 - The Team Process
- Step D2 - Describing the Problem
 - Creating Problem Statements
 - Creating a Flowchart
 - Creating a Timeline
 - Conducting an Is / Is Not Analysis
 - Conducting Effective Interviews
 - Defining a Real-Life Problem

- Step D3 - Interim Containment Action
- Step D4 - Root Cause Analysis
 - An Overview of the Process
 - Introduction to Cause and Effect Diagrams
 - Developing 5 Why Trees
- Steps D5 and D6 - Selecting, Implementing and Validating Corrective Action
 - General Overview
 - Decision Criteria
 - Team Decision Processes
 - Planning Implementation and Validation
- Step D7 - Preventative Action
 - Understanding Systemic Issues
 - Application of Solutions
- Step D8 - Congratulating the Team and Capturing Lessons Learned

Prerequisites

None. This is an introductory course.

Location

On-Site

Duration

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2 Days (16 Hours) - Covers the same subject matter as the 1 Day course but offers more in-depth instruction and hands-on workshops on the tools used within the 8D process.