

8-D Problem Solving

The Eight Discipline Approach to Problem Solving - a 1-day Workshop



Course ID: P2174

GENERAL DESCRIPTION:

Participants will learn why implementing and using an 8-D problem solving methodology by using a multi-disciplined team is beneficial and important, especially when meeting customer expectations. Participants will learn through a step by step instructional process of; preparation, establish a team, brainstorming, to systematically analyze and prevent problems from recurring.

CONTENT OVERVIEW:

D-0 Prepare for the 8-D Process

- Define & Quantify Symptom
- Identify Customer & Affected Parties
- Determine Emergency Response Action (ERA)

D-1 Establish a team

- Problem Solving Tools

D-2 Describe Problem

- Object, Concern, & Quantification
- Develop Interim Containment Action (ICA)

D-3 Define Root Cause

- Develop Interim Containment Action (ICA)

D-4 Define/Verify Root Cause/Escape Point

D-5 Choose the Corrective Action & Verify

- Verify the Permanent Corrective Action (PCA)
- For Root Cause and Escape Point

D-6 Implement Corrective Action(s)

- Verify Permanent Corrective Actions (PCAs)

D-7 Prevent Recurrence

- Poka-Yoke (Mistake Proofing)

D-8 Recognize the Team and individual contributions

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DURATION/SCHEDULE:

- 1 day of instruction, discussion, and assignments/workshops
- Classroom hours are typically 8:00 a.m. - 12:00 p.m. and 1:00 p.m. - 5:00 p.m.

STUDENT MATERIALS:

- Student workbook
- Additional handouts as appropriate