

8 Disciplines of Problem Solving (8D)

Introduction

Programme Overview

The Eight Disciplines of Problem Solving (8D) methodology is a structured approach used to identify, correct, and prevent recurring problems. It provides a systematic framework for problem-solving, emphasizing root cause analysis, team collaboration, and implementation of robust corrective actions.

This programme equips individuals and organizations with a standardized process to investigate and address complex problems effectively. It fosters a proactive problem-solving culture, enhances critical thinking skills, and empowers teams to resolve issues swiftly and methodically, ultimately leading to improved product quality, operational efficiency, and customer satisfaction across diverse sectors.

Audience

This training is practitioner level and suitable for anyone involved in 8D investigations whether problem solving practitioners or team members. Typical attendees include including Investigation Leaders, Quality Professionals, Process Owners and Continuous Improvement practitioners.

No pre-requisites are required to attend the course.

Learning Outcomes

- Understanding the fundamental concepts and principles of the 8D problem-solving approach and when it should be used.
- Learn the sequential phases and steps involved in the 8D methodology and key tools useful at each stage.
- Be able to effectively form a team and define a problem.
- Understand how to effectively implement and monitor containment actions.
- Acquire skills in identifying root causes using various analytical tools.
- Develop effective team collaboration strategies essential for successful 8D implementation.
- Be able to apply the 8D methodology to simulated scenarios or real-life case studies.
- Understand and be able to manage the consideration of Human Factors in the investigation.
- Gain insights into preventive measures to mitigate recurrent issues.
- Learn to document 8D processes and outcomes effectively and manage the communication of the investigation.

Adjustments can be made based on specific industry standards; customer specific requirements or participant backgrounds.

In Company Training

This programme is delivered in-company and can be tailored where required to align with industry or in-company standards and software.

The programme can be delivered on-site or virtually.

The sessions will be bespoke, lively and highly practical, delivering a memorable learning experience for the delegates. For in-company sessions we encourage working on your own live examples in the classroom exercises



We will discuss your objectives prior to the delivery, and help you to plan the most effective training and support to your team of delegates.

The practitioner training is 2 days, the duration can be adjusted to meet the needs and objectives of the group.

For international programmes we can start at any time. For example the format for virtual delivery can be a series of half-day sessions spread over one or more weeks.

Content

Introduction to 8D Methodology

- Understanding the eight disciplines and their role in an effective quality investigation
- Problem-Solving Framework: Introduction to the structured approach of 8D
- When to use 8D and preparing for problem-solving

Establish the Team (Discipline 1)

- Team Formation: Understanding the significance of diverse teams in problem-solving.
- Effective Team Dynamics: Strategies for collaboration and problem ownership.

Describe the Problem & Interim Action Planning (Disciplines 2 & 3)

- Problem Definition Techniques
- Use of Is/Is Not Analysis
- Developing and implementing interim containment actions

Root Cause Identification (Discipline 4)

- Root cause analysis techniques
- Using Is/Is Not to identify most probable causes
- Use of Fishbone and 5 Why
- Verifying the Causes

Implement Permanent Corrective Actions (Disciplines 5 & 6)

- Solution generation and selection techniques
- Strategies for implementing permanent corrective actions
- Verification of Corrective Actions: Ensuring effectiveness through verification.

Closure and Future Prevention (Disciplines 7 & 8)

- Establishing measures to prevent future occurrence
- Addressing systemic causes
- Consideration of Human Factors
- Capturing lessons learned & closing the investigation