

INTRODUCTION

A one-day course that covers the 8D (8 Disciplines) problem solving techniques in context of the requirements of ISO/TS 16949:2009. 8D problem solving is an analytical approach to investigate and identify the root cause of a concern, identify robust solutions to stop re-occurrence. Increasingly the 8D problem solving process has been recognised as a valuable quality tool and is being adopted within sectors outside of automotive.

DURATION

1 Day, 09.00 – 16.00

WHO SHOULD ATTEND

As the 8D problem solving techniques can form an integral part of APQP activities and become a core business continual improvement tool. This course will benefit:

- Senior Managers with responsibility for sales, design, technical, production and quality.
- Senior and line management who are responsible for creating and or implementing ISO/TS 16949:2009 requirements.
- Engineers and technicians who are required to resolve problems.

COURSE OBJECTIVES

By the end of the course delegates will understand;

- Basic 8D terminology
- Each of the 8 Disciplines
- How to complete an 8D report
- What tools and techniques to apply

COURSE CONTENT

- A guide to 8D Problem Solving
- What are "the 8 disciplines"?
- Completing an 8D Report
- How the 8 disciplines are used to drive business improvement

IN – HOUSE COURSES

Offering better value for money, they can be designed to closely match your specific requirements.

STYLE OF DELIVERY AND COURSE LEADERS

Our course leaders have extensive experience in Quality Management across a wide range of sectors including manufacturing, service and professional organisations including Local, National and International Government. This wide experience enables them to make the course more interesting by using their relevant examples and case studies during workshop discussions. Our team of staff has extensive experience of working across cultural boundaries, through their work in Europe, Africa, Middle East, Asia and the Americas.

CERTIFICATION

All delegates will be awarded a certificate verifying attendance and satisfactory completion of the course.

