

COMPREHENSIVE 8-DISCIPLINE PROBLEM SOLVING



Introduction

Welcome to the Comprehensive 8 Discipline (8D) Problem Solving Training Program. In today's dynamic and competitive business environment, effective problem-solving skills are crucial for organizational success. This course is designed to equip participants with the knowledge, tools, and techniques required to systematically address and resolve complex problems using the 8D methodology.

- Understand the principles and fundamentals of problem-solving.
- Gain proficiency in applying the 8D methodology to address various challenges.
- Learn how to utilize tools and techniques relevant to the 8D problem-solving process.
- Develop the ability to effectively communicate and report 8D findings.
- Acquire practical skills through case studies and workshop exercises.

Objectives

At the conclusion of the course, participants will have the knowledge and skills necessary to initiate, lead, and participate in 8D problem-solving projects effectively within their organizations.

Duration

2 days | 9am – 5pm | 14 hours

Who should attend

The Mastering 8 Discipline (8D) Problem Solving Training Program is ideal for professionals involved in quality management, process improvement, project management, engineering, and other roles responsible for problem-solving initiatives. This includes:

Quality Assurance Managers, Process Improvement Specialists, Project Managers, Engineers, Team Leaders, any individuals committed to enhancing problem-solving capabilities within their organization to meet customer expectations effectively.

Course Fees

Member: S\$684.52

Non-Member: S\$758.64

All fees stated are inclusive of Registration Fee and 9% GST

Award of Certificate

Certificate of Completion will be issued to participants who have attended at least 75% of the course.



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Course Contents

Introduction and Course Overview

- Welcome and Course Objectives
- Importance of Problem-Solving in Today's Business Environment
- Overview of the 8D Methodology

Problem Solving and 8D

- Understanding the Concept of Problem Solving
- Introduction to the 8D Problem-Solving Process

The 8D Methodology and Process

- Detailed Explanation of Each Step in the 8D Process
- Best Practices and Tips for Effective Implementation

The 8D Reporting Format

- Guidelines for Creating Clear and Concise 8D Reports
- Importance of Documentation in Problem Solving

The 8D Approach to Problem Solving

- Analyzing Root Causes Using 8D Methodology
- Developing Action Plans and Implementing Corrective Actions

Tools & Techniques Related to 8D

- Overview of Tools Such as Fishbone Diagram, 5 Whys, Pareto Analysis, etc.
- Practical Application of Tools in the 8D Problem-Solving Process

8D Examples: Practical Applications

- Real-Life Case Studies Demonstrating Successful Implementation of 8D
- Lessons Learned and Key Takeaways from Each Example

Corrective Action / Preventive Action (CA/PA) and 8D Method

- Integrating CA / PA Principles with the 8D Methodology
- Ensuring Long-Term Effectiveness of Corrective Actions

Challenges Encountered while Implementing 8D

- Common Pitfalls and Obstacles in the 8D Process
- Strategies for Overcoming Challenges and Achieving Success

8D Checklist

- A Comprehensive Checklist for Conducting Effective 8D Problem -Solving Projects
- Ensuring Adherence to Key Steps and Requirements

8D Case Studies

- Group Analysis and Discussion of Selected 8D Case Studies
- Applying 8D Principles to Identify Solutions and Improve Processes

Workshop Exercise

- Hands-On Problem-Solving Exercise Using the 8D Methodology
- Group Collaboration to address a Simulated Real-Life Problem



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or QR Code for soft copy
and updated training schedule

Membership Application

Register membership online at www.sqi.org.sg/membership-join/ or contact us to get the membership application form.

Membership Categories:
~ Organisation membership
~ Individual membership

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