



### CONTENT / REMARKS

- 1. Teamwork**
  - Team profiles & phases
  - Meeting rules & first team meeting
- 2. 8D Methodology**
  - Corrective actions & basic principles
  - The 8D process & Organization
- 3. Work tools** (e.g., Flowchart / Scatterplot / Control Chart / Cause-effect diagram / Ishikawa Analysis / 5W/2H / Delta Examination / Is/Is Not analysis / etc.)



### TARGET GROUP

- Project Management
- Engineering
- Quality
- Logistics
- Production
- Maintenance



### INITIAL SITUATION

- Customer complaints that must be rapidly addressed in a timely manner
- Quality, production or delivery problems affecting customers
- Repetitive problems that should have been already solved
- Negative customer feedback of 8D Quality
- First implementation of 8D Methodology into organization

#### On-site training / Kaizen week:

- 8D practical workshop II (actual case) → from definition to implementation
- Implementation of measures directly on the shopfloor

#### Online / remote training:

- Intercompany: Wider perspective for the same problem



### TOP GOALS

- ✓ Problem definition based on data instead of opinions
- ✓ Identification and elimination of root causes of the problems
- ✓ Definition and implementation of preventive actions for reoccurrence reduction/elimination