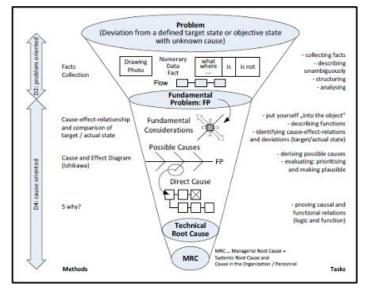
TRAINING OVERVIEW

8Ds- Problem solving





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



CONTENT / REMARKS

1. Teamwork

- Team profiles & phases
- Meeting rules & first team meeting

2. 8D Methodology

- Corrective actions & basic principles
- The 8D process & Organization
- Work tools (e.g., Flowchart / Scatterplot / Control Chart / Cause-effect diagram / Ishikawa Analysis / 5W/2H / Delta Examination / Is/Is Not analysis / etc.)

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



TARGET GROUP

Project Management

Engineering

Quality

Logistics

Production

Maintenance



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