PRACTITIONER TRAINING · AUTOMOTIVE QUALITY

8D Problem Solving: Eight Disciplines Training

Self-paced online training (video) · 12 modules · about 2.5 hours of video · about 4 hours in total · English, with captions

Solve customer complaints and internal problems with the eight disciplines, from forming the team and containing the problem to verified root causes, permanent corrective action and preventing recurrence.

WHO IT IS FOR

Quality engineers, supplier and customer quality staff, production and process engineers, team leaders and managers who lead or review 8D investigations at automotive and manufacturing suppliers.

WHAT YOU WILL LEARN

- Explain when an 8D is needed and what customers expect from an 8D report
- Form the team and describe the problem precisely with is/is-not analysis
- Contain the problem quickly to protect the customer
- Find and verify the root causes of both occurrence and non-detection
- Choose, implement and validate permanent corrective actions
- Prevent recurrence across similar products and processes, and close the 8D

MODULES (12)

1. Welcome, and why 8D matters
2. When to use 8D, and what customers expect
3. D0: preparation and emergency response
4. D1 and D2: the team and 5W2H
5. D2: is/is-not analysis
6. D3: containment and the clean point
7. D4: cause-and-effect and 5 Whys
8. D4: occurrence and escape root causes
9. D5: choosing permanent corrective actions
10. D6: implementing and validating
11. D7 and D8: prevent recurrence and close
12. Writing and reviewing 8D reports

PRICE

US$99 per learner

Per learner, by team size

1–10 learners	**US$99**
11–50 learners	**US$79**
51–200 learners	**US$69**

Excluding taxes.

DURATION

About 4 hours in total (2½ hours of video)

MODULES

12

FORMAT

Self-paced online training (video)

LANGUAGE

English, with captions

ACCESS

12 months

CERTIFICATE

Sterling Academy Certificate of Completion

Scan for the course page, prices and enrolment