

# COURSE INFORMATION SHEET

## 8D Problem Solving Methodology

### Objective

This course provides a structured approach to identifying, analysing, and resolving quality-related issues using the VDA 8D Problem-Solving Methodology, guided by best practices from CQI-20 Effective Problem-Solving Guide. Participants will learn to apply Root Cause Analysis (RCA) tools, implement sustainable Corrective & Preventive Actions (CAPA), and enhance problem resolution effectiveness to drive process efficiency, product quality, and customer satisfaction.

### Content

- The 8D Approach
- D1: Establish the Team – Form a cross-functional team and set roles.
- D2: Describe the Problem – Define the issue using 5W2H, Is/Is Not, and Pareto.
- D3: Interim Containment – Control nonconforming products or processes.
- D4: Identify Root Cause – Use 5 Whys, Fishbone, and cause-effect analysis.
- D5: Permanent Corrective Actions – Develop and validate lasting solutions.
- D6: Verify Effectiveness – Confirm actions work with data and audits.
- D7: Prevent Recurrence – Standardize, train, and improve continuously.
- D8: Close & Recognize – Capture lessons learned and acknowledge the team.

### Duration

2 Days

### Assessment

Participants will complete:

- A multiple-choice knowledge assessment
- A case-based group 8D exercise

Successful candidates will receive a Certificate of Competence.

### Pre-requisites

No formal prerequisites, but a background in quality management, problem-solving, or manufacturing processes is beneficial.

### Target Audience

- Quality professionals responsible for identifying and resolving nonconformities.
- Engineers and process owners who need to apply structured problem-solving in daily operations.
- Team leaders, supervisors, and managers who lead cross-functional groups in corrective action activities.
- Project managers working with customer complaints, supplier issues, or recurring quality problems.

### Training Methodology

The course uses a combination of:

- Instructor-led presentations
- Interactive group discussions and feedback
- Aligned with VDA 8D - Problem Solving in 8 Disciplines and CQI-20 Effective Problem-Solving Guide.
- Practical application through interactive lectures, hands-on exercises, and real-world case studies.