This course seeks to provide the student with the tools and learning of the 8D methodology for problem solving and its application through different exercises developed during the class. This methodology includes the following elements:

D1 - Team formation.

D2 - Definition of the problem.

D3 - Implementation of containment actions.

D4 - Identification of the root cause.

D5 - Development and verification of solutions.

D6 - Implementation of corrective actions.

D7 - Prevention of recurrence of the problem.

D8 - Team Recognition.

Duration
8 hours

E-learning platform
Tools and templates

Hands to work
Simulated learning

Certification
After successful course completion

COURSE CONTENT

1. **8D Methodology**

   - D1 - Team formation.

   - D2 - Definition of the problem.

   - D3 - Implementation of containment actions.

   - D4 - Identification of the root cause.

   - D5 - Development and verification of solutions.

   - D6 - Implementation of corrective actions.

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At the end of the course you will be able to

- Learn and apply the 8D process and supporting tools through hands-on working sessions.

- Understand and use of the 8D methodology approach for problem solving.

- Learn to describe the problem statement in terms the who, what, where, when, why, how, and how many (5W2H) for the problem.

- Define and implement containment actions to isolate the problem.

- Identify all applicable causes that could explain why the problem occurred.

- Define and implement corrective actions (CA).

- Take permanent corrective actions, so that the problem does not come back again.

- Apply the knowledge acquired to solve real case situations throughout the class.