The Eight Disciplines of Problem Solving (8D)

The Eight Disciplines of Problem Solving (8D) is the global problem solving method of choice across many industries. It provides a concise framework and supporting toolkit to rapidly identify and address the root causes of why a problem occurred and also analyses the weaknesses in the existing process control systems to address the failures that allowed the problem to escape. 8D is particularly effective in quality and safety investigations, but this powerful approach can equally be applied to any problem occurrence.

This programme equips individuals and organizations with a systematic framework for problem-solving, emphasizing a fact based approach to rapid root cause analysis, team collaboration, and implementation of robust corrective and preventive actions. The approach enhances critical thinking skills, and empowers teams to resolve issues swiftly and methodically, ultimately leading to improved safety, product and service quality, operational efficiency, and customer satisfaction.

Who is the course for?

- You are from a manufacturing, service or public service organisation
- You are a leader or a team who would like to learn how 8D could be used to improve root cause analysis effectiveness in your organisation
- You are a problem solving practitioner or quality professional who would like to enhance your problem solving skills
- You have been asked by a customer to use 8D for your problem investigations or need to align to your industry requirements for problem investigation and reporting
- You would like to learn how to effectively apply root cause analysis to prevent problem recurrence

Learning Outcomes

- Understanding the principles of the 8D problem-solving approach and when it should be used
- Learn the sequential phases and steps involved in the 8D methodology and key tools useful at each stage with particular emphasis on gathering the facts, problem definition and finding and verifying the causes
- Be able to effectively form a team and define a problem
- Understand how to effectively implement and monitor containment actions.
- Acquire skills in identifying root causes using various analytical tools
- Develop effective team collaboration strategies essential for successful 8D implementation
- Be able to apply the 8D methodology to simulated scenarios or real-life case studies
- Understand and be able to manage the consideration of Human Factors in the investigation
- Gain insights into preventive measures to mitigate recurrent issues and improve process control
- Learn to document 8D processes and outcomes effectively and manage the communication of the investigation

Outcomes for your business

Businesses which use 8D for global problem solving –
- Have faster and more effective occurrence investigations
- Have fewer recurrent quality and safety issues
- Have lower failure-related costs (such as rework, recalls)
- Have fewer customer complaints

Outcomes for your personal development

Mastery of the 8D toolkit develops critical thinking and analytical skills and develops best practice behavioural and team facilitation skills which can be transfer to any business or team challenge.

Prerequisites

None – this course assumes no prior knowledge of 8D.

How can I take this course?

We deliver this course as a one or two-day in-house programme (virtual or face-to-face). The two-day version allows more time to practise the 8D tools on your own processes.

The course can also be tailored to fit your own company or industry standards and templates.

Support Pack

All delegates receive
- Printed and pdf copies of the course slides
- Blank 8D and tool templates which can be customised for your use

Why Choose Catalyst

- Catalyst's instructors have hands-on experience of leading quality investigations using 8D in many different organisations, using a simple, interactive, team-based approach - we can help you consider how to use 8D effectively in your organisation
- We have experience of the application of 8D in all sectors and can help you recognise where and when to use 8D to greatest effect in your organisation
- Our courses include certification options to demonstrate and assure practitioner competence
- Our courses are highly interactive and use relevant examples and case studies

The Eight Disciplines of Problem Solving - Course Contents

The content is the same for classroom and virtual programmes

Introduction to the Eight Disciplines Methodology
- Understanding the eight disciplines and their role in an effective quality investigation
- Problem-Solving Framework: Introduction to the structured approach of 8D
- When to use 8D and preparing for problem-solving

Establish the Team (Discipline 1)
- Team Formation: Understanding the significance of diverse teams in problem-solving.
- Effective Team Dynamics: Strategies for collaboration and problem ownership.

Describe the Problem & Interim Action Planning (Disciplines 2 & 3)
- Problem Definition Techniques
- Use of Is/Is Not Analysis to effectively analyse the facts
- Developing and implementing interim containment actions

Root Cause Identification (Discipline 4)
- Root cause analysis techniques
- Using Is/Is Not to identify most probable causes
- Use of Fishbone and 5 Why
- Verifying the Causes

Implement Permanent Corrective Actions (Disciplines 5 & 6)
- Solution generation and selection techniques
- Strategies for implementing permanent corrective actions
- Verification of Corrective Actions: Ensuring effectiveness through verification.

Closure and Future Prevention (Disciplines 7 & 8)
- Establishing measures to prevent future occurrence
- Addressing systemic causes
- Consideration of Human Factors
- Capturing lessons learned & closing the investigation