

8D Problem Solving 2 days

A structured eight-discipline approach to investigate, correct and permanently prevent recurring problems.

Recurring problems drain time, money and customer confidence. The Eight Disciplines of Problem-Solving methodology provides a proven, systematic framework for getting to the true root causes of problems and implementing sustainable corrective actions.

This practical programme helps delegates build the confidence, structure and tools needed to tackle complex issues methodically, improve collaboration and strengthen problem-solving capability across the organisation.

What You'll Learn

By the end of the programme, you will be able to:

- Apply the fundamental concepts and principles of 8D and recognise when the approach should be used
- Work through the sequential phases of the 8D methodology using the tools and techniques provided
- Form an effective team and define a problem clearly
- Implement and monitor interim containment actions
- Identify and verify root causes using analytical tools such as Is/Is Not analysis, Fishbone and 5 Whys
- Generate, select, verify and validate permanent corrective actions to ensure they address root causes and perform effectively in operation
- Manage human factors and capture lessons learned to prevent recurrence
- Document and communicate the investigation effectively

Delivery Format

- In-company delivery (on-site or virtual)
- Tailored to align with your industry, internal standards, processes, and systems
- Typically delivered over two days, with flexible duration to suit your group
- Lively, practical, and highly interactive workshop style
- Opportunities to apply learning to real, live examples where appropriate

Who Should Attend?

This course is suitable for individuals and teams involved in investigating, managing or preventing recurring problems, particularly where a structured and evidence-based approach is required. Our 8D programme is especially relevant for:

- Quality, engineering, manufacturing and operational teams
- Continuous Improvement and process improvement practitioners
- Team leaders, supervisors and managers responsible for problem resolution
- Customer complaint, non-conformance or corrective action owners

Why Choose This Course?

8D provides a disciplined, repeatable framework for managing complex investigations consistently across teams and functions.

Rather than relying on temporary fixes or reactive firefighting, this course helps delegates focus on identifying underlying causes and implementing sustainable corrective actions.

The programme combines practical application with structured analytical thinking, enabling delegates to apply the methodology confidently within their own operational environment. Practical scenarios and live organisational examples help ensure the learning translates directly into workplace improvement. The programme carries 16 CPD points.

Course Content

The course introduces the structure and purpose of the 8D methodology before guiding delegates through each of the eight disciplines, including:

- Overview of the 8D methodology and when to use it
- Problem-solving mindset and preparation (D0: Plan and prepare).
- Formation of the right team and definition of roles (D1: Form the team).
- Definition of the problem, using evidence and data (D2: Describe the problem).
- Creation of a plan and verification of interim containment actions (D3: Contain the problem).
- Use of tools such as Is/Is Not analysis, Fishbone and 5 Whys to identify and verify root causes (D4: Identify root causes).
- Selection and verification of permanent corrective actions (D5: Choose corrective actions).
- Implementation and validation of corrective actions in operation (D6: Implement corrective actions).
- Prevention of recurrence through lessons learned, standardisation and communication (D7: Prevent recurrence).
- Closure of the investigation, documentation of outcomes and recognition of team contribution (D8: Close and recognise the team).
- Application of the full 8D process through practical exercises, case studies or live organisational examples.

Why Choose Catalyst?

Catalyst delivers results, not just services. We blend consulting, coaching, training, and AI-powered tools into a seamless support system that meets teams where they are, developing capability at every level.

Thousands trust us to support their learning and continuous improvement journeys. With over 30 years' experience in performance improvement training and consultancy, we make complex concepts practical, accessible, and engaging. Our short courses in quality and improvement tools are designed by experienced practitioners, ensuring content that is relevant and immediately applicable. We combine deep expertise with interactive delivery to help participants confidently apply what they learn. Catalyst is accredited by the British Quality Foundation and the Lean Competency System (LCS), and is recommended by the Chartered Quality Institute.