



QMC[®]
CONSULTING & TRAINING

VDA TRAINING

ID409

Problem Solving in 8 Disciplines (8D) with Elements of the Standardized Process for Handling Customer Complaints – Basics

1. Contents:

This training focuses on the basic principles of problem solving in 8 disciplines. You will learn how to proceed systematically when a problem (e.g. a customer complaint) occurs (describing and resolving a problem), how the problem solving process works, and what an 8D report contains. The training also covers the VDA handbook Standardized Process for Handling Customer Complaints and how it is connected with the problem solving process, and the added value of an open corporate culture of handling faults.

2. Objectives:

- a) You are familiar with the 8 disciplines method, the process and the report.
- b) You can describe the individual steps in the 8D method.
- c) You are familiar with additional methods for problem solving.
- d) You are able to distinguish between technical and systemic causes.
- e) You know the assessment criteria.
- f) You can describe opportunities and risks, roles and responsibilities.
- g) You are familiar with the elements of the standardized process for handling customer complaints.
- h) You understand the importance of leadership and a culture of dealing with faults.

3. Concept and Methods:

The program alternates between lectures and group work. The group tasks help participants to transfer the lessons learned to their own professional practice. Special attention is paid to opportunities for sharing experiences.

4. Target Audience:

This training is aimed at:

- a) Employees in marketing, development, customer services and complaints processing, production, purchasing, logistics and internal/external quality assurance, who either work in or are closely involved with the problem solving process.
- b) Managers wishing to obtain an overview of problem solving in 8 disciplines and its interrelations, so they can use this expertise to strengthen their organization.

5. Prerequisites for Attendance:

Initial experience with problem resolution in your own organization.

6. Certificate of Attendance:

At the end of the training, you will receive a digital certificate of attendance.

7. Duration:

1 day (8 hours).

8. Accompanying Material:

VDA Volume “8D – Problem Solving in 8 Disciplines”, VDA Volume “Standardized Process for Handling Customer Complaints” (included in the fee for face-to-face training).

INFORMATION:

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