



QMC[®]
CONSULTING & TRAINING

VDA TRAINING

ID419

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

1. Contents:

This training explains the extensive use of problem solving in eight disciplines with the appropriate supporting quality tools. You will acquire the skills you need to consistently apply the specific problem solving tools and to lead problem solving teams to successful conclusions. The training also covers the VDA handbook Standardized Process for Handling Customer Complaints and how it connects and dovetails with the problem solving process. Assessments, maturity levels, roles, responsibilities and team dynamics, plus motivation, leadership and a culture of dealing with faults, also form part of this training.

2. Objectives:

- a) You are familiar with the criteria for deciding to apply the 8D method.
- b) You know and understand the connections between symptoms and technical root causes, and you know how to systematically identify root causes.
- c) You are able to use tools and techniques (Is/Is not, Ishikawa, 5 whys) and the eight disciplines consistently.
- d) You know how to lead problem solving teams to success.
- e) You understand the selection and effectiveness of corrective and preventive actions (demarcating them from lessons learned).
- f) You are familiar with the elements of the standardized process for handling complaints and can match these elements with the eight disciplines.

- g) You can distinguish between the requirements of the problem solving process and those of the complaints process.
- h) You are able to draw up a correct 8D report.

3. Concept and Methods:

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

4. Target Audience:

This training is aimed at:

- a) Employees deployed as problem solving experts (e.g. 8D team leaders, 8D methodology experts and 8D moderators),
- b) Employees working in complaints management.

5. Prerequisites for Attendance:

- a) Initial experience in problem solving.
- b) Basic knowledge of the application of quality methods.
- c) A general understanding of the customer-supplier relationship.

6. Certificate of Qualification:

After passing the knowledge test (Multiple-Choice-Test), you will receive a digital certificate of qualification.

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7. Duration:

2 days (16 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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