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8D Problem Solving, Corrective Actions & Root Cause Analysis

Course No. 101E

The course, Problem solving, Root Cause Analysis (RCA) and Corrective action is designed to help understand the eight steps of problem solving process. The methods discussed are used to evaluate the undesirable incident and to prevent it from happening again through corrective action. This ultimately leads to impactful improvements in both design and process performance.

Course Benefits

Participants will learn to treat the cause rather than the symptoms. They will understand how to aim corrective measures at root causes, which is more effective than merely treating the symptoms of a problem. The course provides the participants with an understanding of the tools and methods in problem solving through Root Cause Analysis, which is useful throughout all industries.

Prerequisites

None

Duration

Two Days (14 hours)

Learning Objectives

At the end of this course, participants will be able to:

1. Understand the method of problem solving
2. How to state problem, what is/what is not
3. Data collection process
4. Know basic quality & problem solving tools
5. How to identify root cause analysis.
6. Direct corrective actions at the root.
7. Perform actions systematically, and back up conclusions with evidence.
8. Identify possible causal factors.
9. Recommend and implement solutions.
10. Review the methods: PDCA, DMAIC, 8D

Topics Covered:

- Introduction
- Overview of 8D Methodology
- Preparation & Planning
- Establish the Team
- Describe the Problem



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- Develop Interim Containment Actions (ICA)
- Identify and Verify Root Cause(s)
- Choose and Verify Permanent Corrective Actions (PCA)
- Implement and Validate Permanent Corrective Actions
- Prevent Recurrence
- Data collection and analysis
- Review PDCA and DMAIC

Instructor

The instructor is a Root Cause Analysis expert with over 20 years of industry experience.

Who Should Attend?

Professionals who are looking to gather the knowledge necessary to determine root causes and how to treat them.

For More Information

Contact the Training Administrator: training@qpsinc.com or call (508) 786-0777.