

Structured Problem Solving--8D w/Team Building

In the event of a non-conformance, companies must solve the problem quickly and ensure it does not recur once the Long-Term solution is implemented. This two-day (2) seminar provides the steps and understanding needed to properly solve any problem in any industry, enabling the problem to permanently be eliminated. A multi-industry accepted approach applies the 8-Steps/Disciplines to Problem Solving. This approach also fully satisfies the requirement of Clause 10.2 – Nonconformity and Corrective Action, under ISO9001:2015 and IATF 16949 and all derivative Quality Systems.

Hours: 8 a.m. – 4 p.m.

Length: 2- 3 day(s)

Course Objectives

Participants will learn:

- The importance of understanding how Team Relationships and Effective Team Meetings impact a group's ability to permanently solve a Problem.
- How to apply the most powerful Problem Solving approach.
- How to identify Root Cause quickly and effectively.
- The importance of Error proofing as a Long-Term Solution.

Who Should Attend:

Purchasing staff, quality professionals, materials staff, logistics professionals and engineering personnel involved in supplier selection, coordination or development.

Related Seminars:

- ISO 9001:2015
- ISO 13485:2015
- IATF 16949
- Corrective & Preventive Action

Seminar Content

Team Relationships

- How teams develop
- Improve listening to build trust
- Understanding team member personalities
- Managing conflict
- Team consensus
- Developing, organizing, and prioritizing ideas

Effective Team Meetings

- What is an effective team?
- Team member roles
- Teamwork
- Types of Teams
- Team Dysfunctions
- Management Support
- Continuously improve the meetings
- Workshop

Problem Solving Case

Study/Workshop--The Problem Solving Process

- Linkage to ISO9001:2015 & IATF 16949, Clause 10.2
- Understanding the Error Sequence
- Case Study Workshop
 1. Selecting the Problem & Team/First Team Meeting
 2. Problem Description
 3. Interim Containment Action
 4. Identify and Verify Root Cause
 5. Choose and Verify Permanent Corrective Action
 6. Implement the Permanent Corrective Action
 7. Prevent Recurrence of the Problem
 8. Congratulate the Team



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