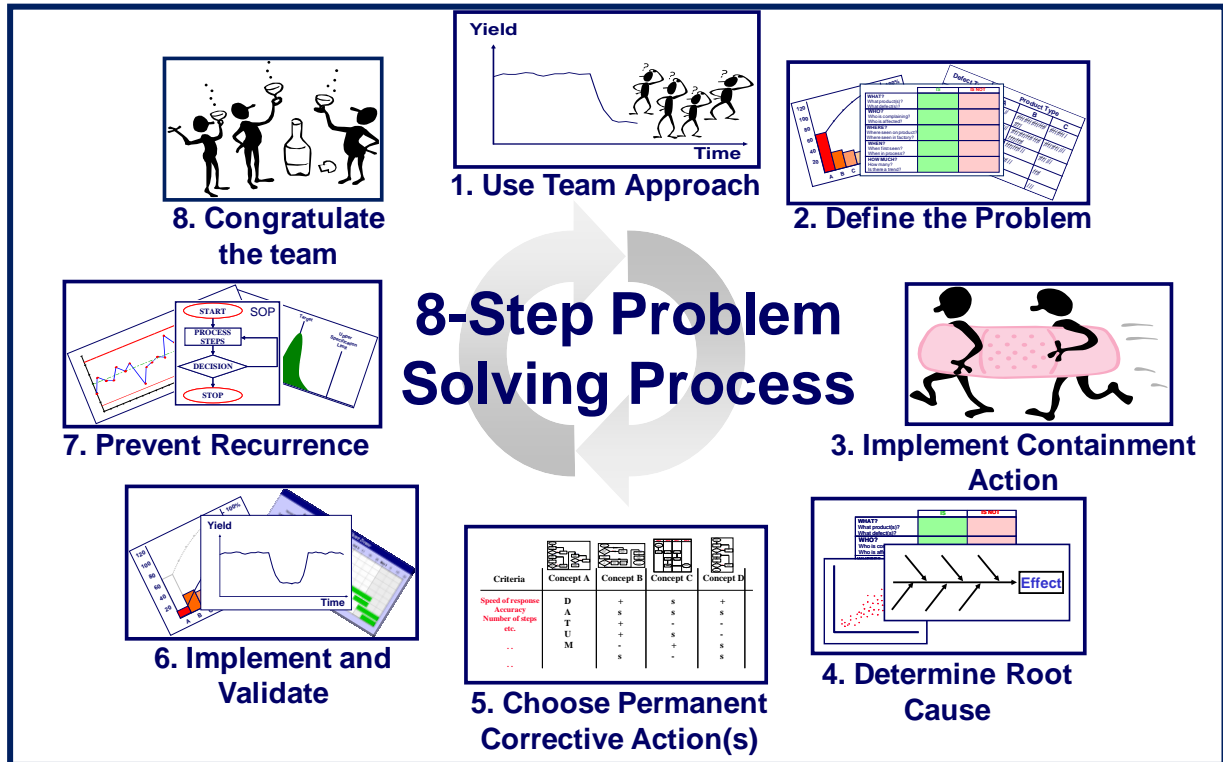




8D-Structured Problem Solving Two-Day Workshop



Learning Objectives:

- Recognise the benefits of a structured process for solving problems
- Understand and apply the 8-step process
- Recognise the importance of identifying the “root cause” and “escape point”
- Utilise the Seven Basic Tools to analyse and present data
- Recognise the importance of effective team working in problem solving
- Implement permanent corrective actions that prevent recurrence

9.00 Start

Introductions and course objectives

“Warm up” exercise

8-Step Problem solving process

10.30 Coffee (15 minutes)

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Seven Basic tools for Quality Improvement - part 1

- Check sheets
- Pareto Diagram
- Review Problem Solving (**Steps 1,2,3**)

Workshop 1

12.30 Lunch (45 minutes)

Report back on workshop

Seven Basic tools for Quality Improvement - part 2

- Cause and Effect diagram
- Histograms
- Scatter Diagram
- Review Problem Solving (**Step 4**)

15.00 Coffee (15 minutes)

Workshop 2

“Warm Down”

17.00 Day 1 Close

Day 2

9.00 Start

“Warm up” exercise

Report back on workshop

Seven Basic tools for Quality Improvement - part 3

- Runchart
- Flowchart
- Review Problem Solving (**Steps 5**)

10.30 Coffee (15 minutes)

Workshop 3

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Report back on workshop

12.30 Lunch (45 minutes)

Review Problem Solving (**Steps 6,7,8**)

Workshop 4

15.00 Coffee (15 minutes)

Team presentations: Problem Solving “Storyboard”

Closing Discussions

“Warm Down”

16.30 Close

During the training the delegates will work in teams, applying the learning to a pre-prepared problem case study.

Some feedback from a previous class:

“Excellent well balanced course”

“Clear and well structured”

“The reinforcement of each step with the workshops was very good”

“The manual will be an excellent tool”

“Very well presented and easy to understand”

“Brilliant course would be interested in taking it further”

“A good course overall. Good fun.....”

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