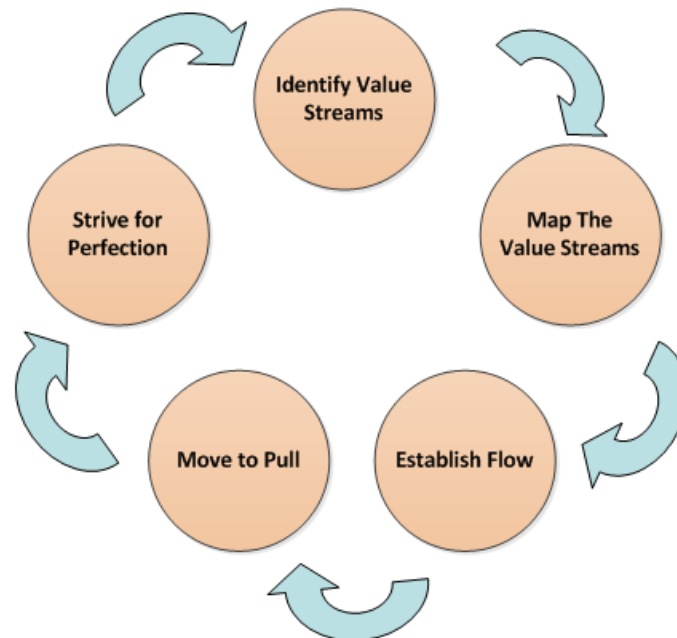


8D Problem Solving Training

Overview

The 8D (Eight Disciplines) problem solving technique offers a systematic approach to problem solving. 8D at its core has the philosophy of Lean which centres on the constant pursuit of elimination of wasteful activities in the business to become more efficient and have fewer defects so that the business provides more value adding products or service to the customer. The methodology or strategy for the implementation of a Lean programme revolves around the application of the 5 Lean Principles.

5 Lean Principles



1. Identify Value Streams: What are the key processes or products that add most value to the customer from the customer's perspective.
2. Map the Value Stream: Identify areas of Non Value Adding and Waste within value streams by Value Stream Mapping.
3. Establish Flow: Work towards the continuous movement of product/services/information through the process from start to finish by ensuring each step is capable and available.
4. Move to Pull: Only put through the process what the customer requires.
5. Strive for Perfection: The cycle never stops, thus driving Continuous Improvement. **In pursuit of perfection, excellence can be achieved.**

The Lean Overview & 8D training has at its core the 5 Lean Principles.

Duration

This is a 3 day training event.

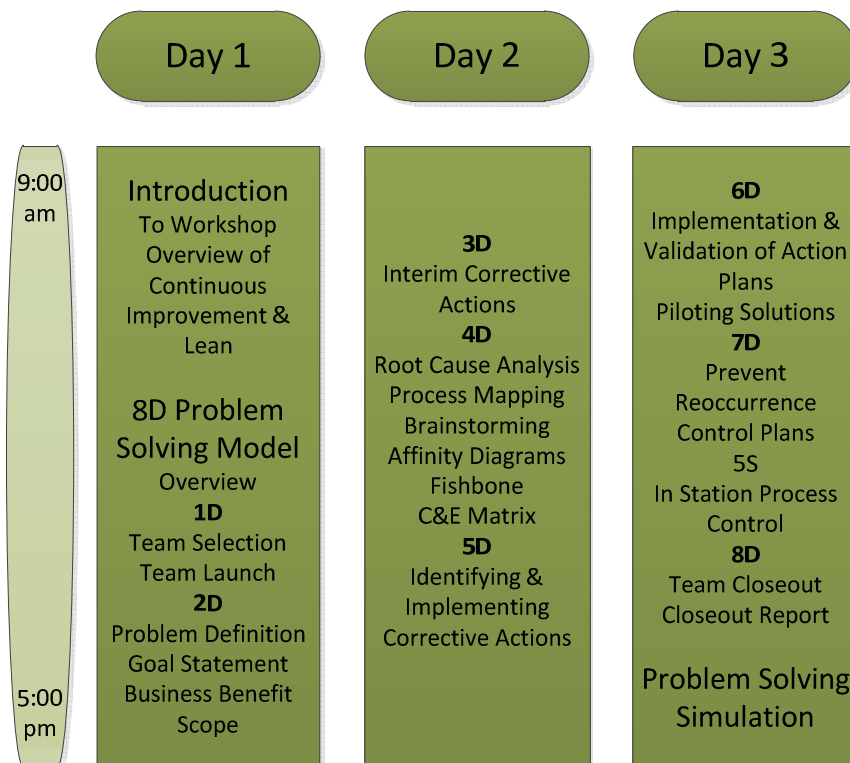
Objectives

By the end of this training programme the attendees will be able to:

1. Understand the Lean methodology.
2. Understand a systematic process for problem solving such as 8D.

Content

The agenda for this 3 day program is detailed below.



The content of the programme would include the following:

- **Introduction** – to workshop & basic introduction to Continuous Improvement and a Lean overview.
- **8D Problem Solving Model** – the 8 phases of the model would be instructed in a structured approach using a **current live problem** that is being experienced within the workplace. The problem to be worked on during the training will be selected in consultation between the client and

Alora Consultants to ensure suitability. The 8D training will include tools such as Problem Definition, Process Mapping, Brainstorming, Fishbone diagram, Cause & Effect Matrix, Control Plans, 5S and In station Process Control

The format of the training will be tutor led. The training is very interactive thus there is a lot of emphasis on group dynamics and ensuring the attendees participate and interact with the trainer and each other. The training is conducted through presentations, simulations, role plays, group exercises, discussions and case studies.

Evaluation

The trainees will be evaluated on 2 different levels.

Level 1 – Reaction

The reaction of the trainees to the training programme will be evaluated at the end of each day through an informal feedback method and at the end of training programme through a formal feedback form. The results of the feedback will be shared with the Client.

Level 2 – Learning

The skills, knowledge and attitude of the trainees will be evaluated at the end of the programme by the completion of an examination and the completion of a simulation which involves demonstration of learning's of the training when trying to solve a problem. Results will be shared with the attendees and the Client.

Certification

Each attendee will receive a certificate of completion of the training course once they successfully pass the examination.

Who should attend?

This course is intended for those employees within a business who are engaged in daily problem solving, for example Team Leaders, Shop Floor Employees, Process Engineers, Quality Technicians and Engineers, Maintenance, Supervisors, Management, Staff, Executives and Project Managers.

For further information on 8D Problem Solving Training
please contact our Engagement Director
Brigid Marmion +353 87 6144094
or e mail brigid.marmion@AloraConsultants.ie