

**IMPROVE**



# 8D Problem Solving

## Overview

This is a highly interactive workshop with a focus of applying the concepts of problem solving and root cause analysis to a hands-on exercise. The course is designed to help your team understand the 8D (Eight Disciplines) process and how it is used to define the problem, analyze the problem, develop a plan to solve the problem, and implement the solution and conduct proper follow-up for any type of problem. The workshop will focus on the 5W2H process for problem investigation, and use of histogram, Pareto chart, scatter diagram, cause-and-effect diagram, in addition to the 5 Why technique to determine root cause. Participants will gain experience with the tools by applying the principles to the hands-on exercise to reinforce the learning.

## You will learn:

- What is the 8D process and the eight disciplines
- How to apply the 8D process to any type of problem, not just quality defects
- How to apply the 7 basics problem solving tools to a problem
- How to properly conduct an investigation using the 5W2H process
- How to differentiate between symptoms and primary factors
- How to properly develop a problem definition statement

## In-Person Training

Community Education Center  
4 Erie Avenue, St Marys PA

**September 7, 2023**

**8:30am-4:30pm**

(Lunch is provided)

**Cost: \$399**

(Early-Bird Discount Available)

**Register at:**

**[www.nwirc.org/events](http://www.nwirc.org/events)**

## Instructor: Max Krug, Future State Engineering

Max has over 29 years experience in operations, including 16 years' consulting companies in a variety of sectors. He earned a Bachelor of Science in Industrial Engineering from Alfred University and a Master of Business Administration from St. Bonaventure University.

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