



Apex
Quality Assurance

2-Day

Root Cause Analysis

Employing the 8D Methodology

Improving Quality Management Systems

Register by phone

919-635-5581

Register online

www.apexqualityassurance.com





Root Cause Analysis: Employing 8D Methodology (2-Day)

Who Should Attend

Root Cause Analysis: Employing 8D Methodology

This seminar is primarily designed for teams and individuals who are responsible for identifying problems that hinder their quality management systems.

Top management, problem-solving/issue resolution team members, functional managers, and personnel involved in conducting incident investigations and prevention would highly benefit from this course.



Seminar Goals

Root Cause Analysis: Employing 8D Methodology

- Main Topics
 - Processes
 - Corrective Action Initiation
 - Root Cause Analysis
 - Corrective action
 - Verification & Validation
- Review of Types of problem-solving methodologies
 - What is 8D (Eight discipline)
 - What is DMAIC (Define, Measure, Analyze, Improve, and Control)
- How to choose what method works for your organization
- Performing an 8D step-by-step method Exercise
- Performing DMAIC problem solving Exercise
- Performing a root cause Analysis
 - Define the problem
 - Determine the duration
 - Identify the contributing factors
 - Isolate the root cause
 - Develop a solution
- Hands-on training for identifying the contributing factors by:
 - Learning correct tools to use for identifying contributing factors
 - Review of these tools, 5-Whys, Fishbone diagrams, Pareto charts, scatter plot diagram, Failure Mode and Effects Analysis (FMEA)
 - Interactive exercise performing some of these tools
- When to implement containment
- How to implement Corrective actions
- Bonus Material: How to create and implement preventative actions

Seminar Outline

Root Cause Analysis: Employing 8D
Methodology



Day One:

- **Introduction**
- **Lecture:** Problem Solving
- **Workshop:** Problem Solving Identification and Containment
- **Lecture:** Contain Symptoms-implement and verify interim actions
- **Workshop:** Interim Containment Actions
- **Lecture:** Find and Verify Root Causes
- **Workshop:** Root Cause Analysis

Day Two:

- **Lecture:** Select Permanent Corrective Actions
- **Workshop:** Corrective Actions
- **Lecture:** Decision Making
- **Workshop:** Decision Making Exercise
- **Lecture:** Implement Permanent Corrective Actions
- **Workshop:** Implementing and Validating the PCA
- **Lecture:** Prevent System Problems
- **Lecture:** Closure
- **Workshop:** Preventive Action and Close-Out

Attendees successfully completing the examinations provided in conjunction with this course receive a Certificate of Completion from Apex Quality Assurance.

The Certificate of Completion provides evidence of knowledge competency as a Quality Management Systems Auditor.