All organizations should identify and monitor their key business processes. Problem solving efforts should begin when the monitoring reveals that a process is performing poorly, yet many organizations fail to make significant improvements. The improvement process can lose effectiveness at any point of the process, especially during cause analysis.

**BENEFITS TO YOUR ORGANIZATION**
- Meet customer requirements
- Implement proven quality standards

**COURSE OBJECTIVES**
- Types of problems
- Problem solving and quality management systems
- Problem identification
- Forming the team
- Describing the problem
- Interim containment actions
- Identify root cause
- Collecting and analyzing data
- Case studies
- Chose and verify corrective actions
- Implement permanent corrective actions
- Prevent recurrence
- Congratulate your team
- Error-proofing

**TRAINING DESCRIPTION**
This seminar addresses the key problem solving disciplines: problem identification, team development, problem definition, containment actions, root cause analysis, verifying corrective action plans, implementing corrective actions, preventing recurrence, and follow-up. Active learning activities are used throughout the seminar to build participants’ skills and knowledge.

**HOURS AND COST**
Your Global 8D workshop is an 8 hour training activity, scheduled at your convenience for up to a maximum of 10 participants. 0.8 IACET Approved CEUs will be awarded with successful completion of the 8 hour workshop. Pricing includes training administration, instruction, textbooks, class handouts and materials, certificate of completion, and an activity evaluation at the conclusion of training.

Suggested Retail Price: $6,850
(Additional participants may be available at an additional cost)

For additional information or to order this course, please contact your account manager.