

The training also covers the VDA handbook Standardized Process for Handling Customer Complaints and how it connects and dovetails with the problem solving process. Assessments, maturity levels, roles, responsibilities and team dynamics, plus motivation, leadership and a culture of dealing with faults, also form part of this training.

Other training info

Target Audience

8D with Elements of the Standardized Process for Handling Customer Complaints – Basics (ID 409)

- Employees in marketing, development, customer services and complaints processing, production, purchasing, logistics and internal/external quality assurance, who either work in or are closely involved with the problem solving process.
- Managers wishing to obtain an overview of problem solving in 8 disciplines and its interrelations, so they can use this expertise to strengthen their organization.

8D with Elements of the Standardized Process for Handling Customer Complaints for Users (ID 419)

- Employees deployed as problem solving experts (e.g. 8D team leaders, 8D methodology experts and 8D moderators)
- Employees working in complaints management

Cost & Durations

- 8D with Elements of the Standardized Process for Handling Customer Complaints – Basics (ID 409)
RMB 1,200 / person / 1 Day
- 8D with Elements of the Standardized Process for Handling Customer Complaints for Users (ID 419):
RMB 2,000 / person / 2 Days

VDA QMC China

Tel.: +86 400 0650770
Email: qmc@vdachina.com.cn
Web.: www.vdachina.com.cn

Beijing office

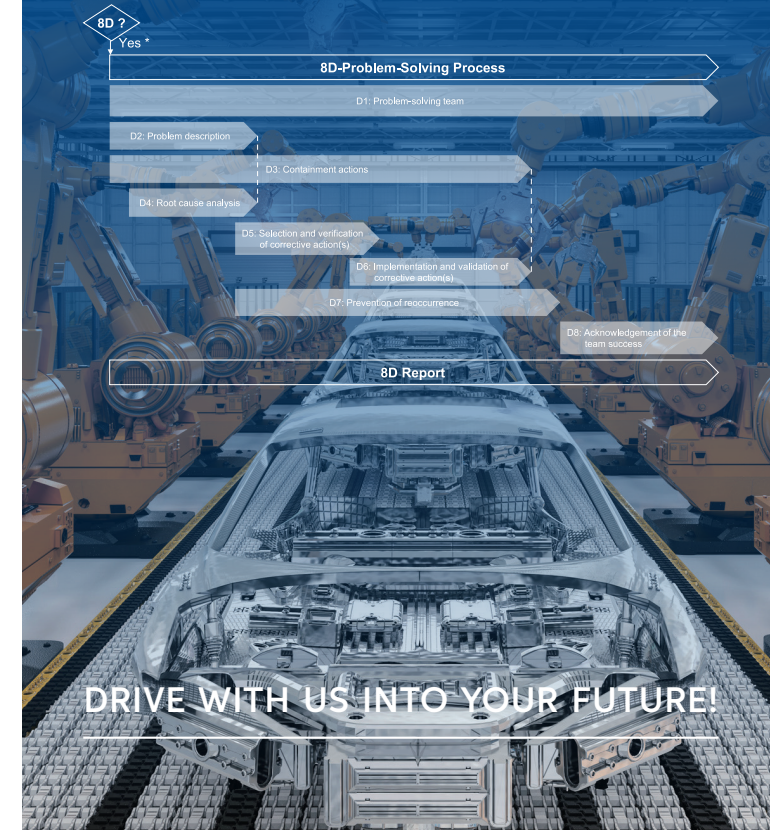
DRC Liangmaqiao Diplomatic Office Building
Tower 1, 5F, Unit 0505P, No.19 Dongfangdonglu
Chaoyang District, Beijing
Tel.: +86-10-65900067
Email: bj@vdachina.com.cn

Shanghai office

HQ Sky Bridge, Building 7, Room 1109
No. 968 Jinzhong Road
Changning District, Shanghai
Tel.: +86-21-62565183
Email: sh@vdachina.com.cn

8D Problem Solving Process

English version



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8D Problem Solving Process

Why 8D is important?

When your company runs into a major quality problem, you need to address problem quickly and define immediate actions (e.g. sorting activities, rework, fire wall, over recall). However, the most important is to define a team to analyze root causes and define effective corrective actions and evaluate their effectiveness, to avoid that problem reoccur. Repeated failures are the worst can happen and often can end in downgrading suppliers to business on hold by your customers.

8D Problem Solving Process is an effective and sustainable problem-solving approach which helps you to follow structured process, to solve your problems effectively and learn from them, to avoid failure cost and improve customer satisfaction.

8D helps you:

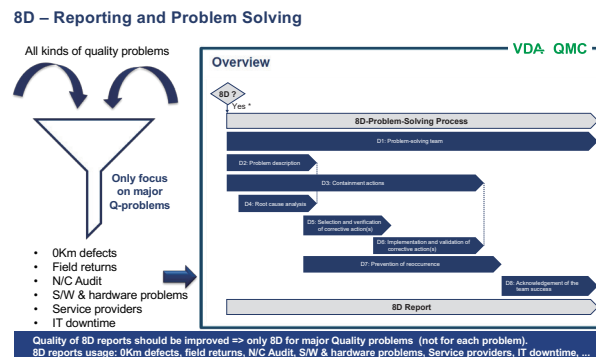
- Analyze problems in depth and eliminate the root cause of defects to prevent failure from reoccurrence
- Eliminate real root causes with well-planned actions and periodic tracking
- Provide an entire report of describing, analyzing and solving problems
- Fulfill customer requirements based on problem solving process based on systematic approach
- Reduce failure cost
- Avoid repeated failures
- Deliver on time
- Lessons learned and knowledge management

8D problem solving method is a mandatory approach for German OEMs, it is aligned with AIAG CQI-20 Problem Solving Practitioner Guide. It is also used by Chinese OEMs, such as Great Wall Motors, BYD, FAW, Geely, NIO, etc.

Areas of application include:

- 0 -km complaints (vehicle is with OEM, not sold to the customer)
- Field complaints (vehicle is with customer)
- Internal and external complaints
- Hardware/software problems
- Non-compliance of service agreements (service level agreements)
- Safety-relevant non-conformities
- Audit non-conformities
- Non-availability of services (downtime)
- Problem of IoT OTA/cyber security
- Problem with service provider and 3rd parties

What is 8D



Not all problems are equally complex, 8D only focus on major quality problems when solving these exceeds the ability of a single person.

The 8D method is defined as 8 elements that are referred to as "Disciplines":

- D1 – Problem-solving team
- D2 – Problem description
- D3 – Containment actions
- D4 – Root cause analysis
- D5 – Selection and verification of corrective actions
- D6 – Implementation and validation of corrective actions
- D7 – Prevention of reoccurrence
- D8 – Finalization and acknowledgement of team success

Important for problem solving is if problem can occur for other product and other production location, the new knowledge should be transferred after improvements to other projects (lessons learned/know how database).

Training introduction

8D with Elements of the Standardized Process for Handling Customer Complaints – Basics (ID 409)

This training focuses on the basic principles of problem solving in 8 disciplines. You will learn how to proceed systematically when a problem (e.g. a customer complaint) occurs (describing and resolving a problem), how the problem solving process works, and what an 8D report contains. The training also covers the VDA handbook Standardized Process for Handling Customer Complaints and how it is connected with the problem solving process, and the added value of an open corporate culture of handling faults.

8D with Elements of the Standardized Process for Handling Customer Complaints for Users (ID 419)

This training explains the extensive use of problem solving in eight disciplines with the appropriate supporting quality tools. You will acquire the skills you need to consistently apply the specific problem solving tools and to lead problem solving teams to successful conclusions.