8D Problem Solving
aligned with AS13100/RM13000

Smallpeice Enterprises
a division of GP Strategies Limited

Open Enrolment

- 12 hours duration
- £395+VAT per delegate
- Live virtual delivery via MS Teams

Next Dates

- **July 30 – 31 2026**
  (Jul 30: 1pm – 5pm BST;
  Jul 31: 8.30am – 4pm BST)

In-Company

- Ideal for group training
- Customised per company

The AS13100 standard requires that aerospace suppliers use the 8D process to respond to a customer request for corrective and preventive action. By implementing a robust and structured problem solving approach it is possible to correctly identify the root causes to prevent future occurrence. Applying the 8D toolkit also requires many skills in analytical thinking and decision making and develops best practice behavioural and leadership skills which can then transfer to any business or team challenge. The training sessions are based around a step-by-step case study to practice using the tools and techniques during team activities

Programme of content

Introduction to 8D
- The process from customer complaint to lessons learnt
- How the enabling quality tools are essential throughout
- Cost of poor quality & improving quality
- Building in quality rather than inspecting it out
- Different CI / problem solving methods
- Importance of SME's and E = Q x A
- D0 Emergency Response & Prepare for 8D
- Simple process flow
- How do we become aware of the problem?
- Emergency response, the need for containment

D1 Form the Team
- Process flow diagram
- Team roles & stakeholder management
- RACI &GRIP - Importance of communication

D2 Define the Problem
- Process flow diagram & analysing the data
- Fact based, importance of going to Gemba
- Developing a problem statement
- Understanding value stream & who could be affected
- Setting SMART goals
- Introduction to Is / Is not analysis

D3 Develop Containment Actions
- Is the ERA good enough or do we know more now
- Have we truly mitigated the risk (FMEA)
- Do we have good data (MSA)

D4 Identify & Verify Root Cause
- Need to establish true root cause: 3 stage analysis
- Importance of data collection planning
- Verifying the root cause

D5 Identifying Corrective Actions
- Mistake proofing
- Picking the right solution (payoff matrix & criteria)

D6 Implement Corrective Actions
- Importance of stakeholder buy in
- The need for trials
- Control mechanisms, ensuring a good handover

D7 Define & Plan Preventative Actions
- What failed to allow the problem to occur
- How can we benefit from lessons learned
- What documents need to be reviewed or revised

D8 Recognise the Team
- Reflection on how the team & process worked
- Importance of recognising our successes

For bookings & enquiries
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