



Training module

8D Problem solving

Event 3rd of November
2026

9:00 a.m. – 5:00 p.m.

Location Online training

Target audience Employees from the fields of complaints processing, quality assurance and quality management

Training goals

- Gaining new insights into problem-solving processes to better identify customer needs and to improve and maintain customer satisfaction in the long term
- Demonstrating the specific approach within the 8D problem-solving process
- Getting to know auxiliary tools that support the problem-solving process

Topics

- D1: Problem solving team
- D2: Problem description
- D3: Immediate measures
- D4: Analysis of root causes
- D5: Possible turn-off measures
- D6: Implementation of parking measures
- D7: Preventive measures
- D8: Lessons Learned
- Evaluation criteria
- Standard quality tools (Ishikawa, 5 Why, etc.)



Important information

- Trainer: External coach, Formel D
- Costs: 250,- EUR plus VAT
- Completion: Certificate of attendance / Certificate
- Number of participants: Maximum 10 participants

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