

Training name:**Global 8D – Method for handling complaints****Training annotation:**

The aim of the training is to get familiar and learn the **Global 8D** method as a quality management tool used not only in the automotive industry and directly connected and used quality tools for problem solving and identification of causes, but also the related requirements of ISO 9001 and IATF 16949 standards.

An experienced lecturer (from the AUTOMOTIVE environment) will explain to the trainees the case studies and in the form of a workshop they will learn about the methodologies of activities that are carried out at each stage of the complaint handling process using the **Global 8D** method.

Main Topics:

- System requirements – basic terms and definitions
- Basic requirements related to QMS ISO 9001 and IATF 16949
- **Global 8D method – rules in the process**
- **Methods and Q-tools for root cause identification, Ishikawa, 5Why**
- Problem description and analysis, problem specification
- **Root cause analysis, and identification of the main causes**
- Corrective / preventive actions – proposal, implementation, validation & verification

Target group of participants:

- employees who assure process quality,
- employees from the area of Quality control,
- employees who participate in monitoring and management of suppliers,
- employees who want to get acquainted with the requirements of quality assurance and with resolving internal and external non-conformances,
- Employees participating in improvement of processes.

Overall extent of the training activity (extent 8 hours):

1. day:

09:00 – 11:00	Introduction into the topic Basic requirements related to QMS ISO 9001 and IATF 16949
11:00 – 12:30	Methodology of Global 8D Rules, process, tasks, problem – cause – consequence - action Identification of problems - methodology
12:30 – 13:00.....	Lunch break
13:00 – 15:30.....	Root cause analysis – Selection of main causes Ishikawa, 5xWhy? Definition and selection of corrective actions Methods for effectiveness monitoring of corrective actions
	Workshop activity
15:30 – 16:00.....	Summary of training knowledge. Discussion and completion of training.

Length of training:
2 days.

Training Expert Supervision:

Vladimír Repiský	- Licensed auditor for VDA 6.3 - Licensed auditor for CAE®
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Completion of training:

After successful completion of the training, the participants acquire a certificate on completion of the training „Global 8D – Method for handling complaints“. The Certificate has international validity.

Training price:

	OPEN training	IN-HOUSE training
	BASIC PRICE	BASIC PRICE
Price without VAT / person	225 €	Individual agreement with the client
Price with VAT / person	270 €	Individual agreement with the client

The price includes

- CAE® training course fee,
- rich training documentation,
- experienced trainer and auditor with practice at projects in automotive industry,
- refreshment.

The deadline for the training is 7 days before its commencement.

At registration of multiple participants from one company, for the second and next participants we grant a discount of 10 %.

Cancellation fees:

If a participant does not appear or if he cancels his attendance 7 or less days prior to commencement of the bindingly ordered training:

- If the bindingly registered participant will delegate his substitute, no cancellation fees are charged to the participant. However, the participant shall send a request for enlisting his substitute in an e-mail form.
- If the bindingly registered participant will not delegate his substitute, cancellation fees are charged to the participant in a sum of 100% of the price of the training.

Processing of personal data:

The information regarding using of your data and applying your rights, especially the right to object processing of your personal data, is specified on the site <https://www.auditcistoty.com/cleanliness-audits-excellence/kontakt/> in the section PRINCIPLES OF PROTECTION OF PERSONAL DATA.