

**"I have not failed.
I've just found 10,000 ways that won't work."**

8D Methodology Seminar

Service specification

Complaints processing methodology training / 8D report

The participants will learn fully how to react to customer complaints in an appropriate and professional manner and how to enlist improvement teams at short notice. They will learn and put into practice the principles and approaches for developing immediate measures, aetiology and remedial measures and find out how to depict the results in 8D reports in a customer-focused and trust-creating way. 8D methodology is the world's most used tool for complaints management.

Objectives

- ⇒ Seeing complaints from the point of view of the customer
- ⇒ Developing immediate measures
- ⇒ Communicating with the customer in the event of a complaint
- ⇒ The basics / methods of real root cause investigation
- ⇒ Real root cause investigation in practice
- ⇒ Developing remedial measures
- ⇒ Reviewing effectiveness and 8D report

Customer benefit

Through structured and targeted real root cause investigation and the development of remedial measures you will lower your complaints costs and non-rewarding use of resources in the mid and the long term. With appropriate customer communication and the targeted use of the necessary quality tools your staff will be able to solve these sorts of problems and thus create opportunities for better customer loyalty as a result of complaints.

Further information

Implementation

Firstly the target group and genuine complaint examples from the everyday business are defined with our client. The company's existing tools (e.g. 8D reports) flow into the concept. In the short seminar version the Rhein S.Q.M. trainer combines theoretical input with the practical examples so as to link the teaching of the methodology as closely as possible to the everyday business. In the full version of the seminar solution-finding and learning-success are intensified with group work in which the participants develop alternative actions for "real" complaints from their company.

Duration: To be defined by/with customer, depending on our customers' needs and requirements

Min. number of participants: 3

Max. number of participants: 12

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