



Problem Solving Tools (8D)

Quality & ISO Management

QGT-QMS-112 | Foundation | 5 or 10 days | Online, classroom, in-house

Course overview

Problem Solving Tools (8D) is an introduction that builds a solid working knowledge in Problem Solving Tools (8D). It covers the principles, the requirements of ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Problem Solving Tools (8D)
- Apply the relevant requirements of ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge
- Use practical tools, checklists and calculations with confidence
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for quality managers, auditors, engineers and process owners, new joiners and anyone who needs a solid grounding in the subject.

Course outline (5 days)

Day 1: Principles and terminology

Scope, key definitions and how Problem Solving Tools (8D) fits into daily operations

Day 2: Codes, standards and requirements

What ISO 9001, ISO 19011, ISO 31000 and ASQ bodies of knowledge require, and how to read them

Day 3: Methods, tools and calculations

Step-by-step methods, checklists and worked examples

Day 4: Operation, inspection and common problems

Typical failures, warning signs and what to do about them

Day 5: Case studies, workshop and assessment

Group exercise on real cases and a final knowledge check

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
25–29 Jan 2027	Zurich	Classroom	5 days	\$5,500
21 Mar – 1 Apr 2027	Muscat	Classroom	10 days	\$9,900
19–23 Apr 2027	Vienna	Classroom	5 days	\$5,500
20 Sep – 1 Oct 2027	Johannesburg	Classroom	10 days	\$9,900
1–5 Nov 2027	Online (live)	Online (live)	5 days	\$3,000
10–14 Apr 2028	Madrid	Classroom	5 days	\$5,500
4–15 Sep 2028	Beirut	Classroom	10 days	\$9,900
18–22 Sep 2028	Berlin	Classroom	5 days	\$5,500
16–27 Oct 2028	Istanbul	Classroom	10 days	\$9,900
4–8 Dec 2028	Online (live)	Online (live)	5 days	\$3,000
12–16 Mar 2029	Edinburgh	Classroom	5 days	\$5,500
19–30 Mar 2029	Houston	Classroom	10 days	\$9,900
22–26 Apr 2029	Kuwait City	Classroom	5 days	\$5,500
4–15 Jun 2029	Toronto	Classroom	10 days	\$9,900
26–30 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
21–25 Jan 2030	Rome	Classroom	5 days	\$5,500
25 Mar – 5 Apr 2030	Frankfurt	Classroom	10 days	\$9,900
6–10 May 2030	Dublin	Classroom	5 days	\$5,500
15–26 Jul 2030	Nairobi	Classroom	10 days	\$9,900
16–20 Sep 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/problem-solving-tools-8d/>

WhatsApp: +971 50 697 0908

Email: training@qimmatrainig.com

