Garnet
Garnet Global Training Center

GGT-QE-110

Quality, Excellence & Customer Service

Root Cause Analysis & 8D Problem Solving

تحليل الأسباب الجذرية وحل المشكلات بطريقة 8D

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Root Cause Analysis & 8D Problem Solving turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Systems and methods that make performance consistent, measurable and better every year. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Root Cause Analysis & 8D Problem Solving to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. Practitioners with one to five years of experience benefit most.

Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

WhatsApp: +971 56 674 7382

Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Root Cause Analysis & 8D Problem Solving: principles and standards

- Process mapping and standard work
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Diagnosis and problem solving

- Customer journey and feedback
- Regional and international case studies

Day 4 Quality, safety and documentation

- Excellence models and self-assessment
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Sustaining improvement
- Group discussion and peer review

10-day outline

Day 1 Root Cause Analysis & 8D Problem Solving: principles and standards

- Process mapping and standard work
- Common mistakes and how to avoid them

Day 2 Methods and tools in practice

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Diagnosis and problem solving

- Customer journey and feedback
- Regional and international case studies

Day 4 Quality, safety and documentation

- Excellence models and self-assessment
- Checklists and templates to take away

Day 5 Workshop, assessment and action plan

- Sustaining improvement
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Hands-on workshop on a workplace challenge

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
4–8 Jan 2027	5-day classroom	Dubai	English	4,750
14–25 Jun 2027	10-day classroom	Abu Dhabi	English	8,950
1–5 Aug 2027	5-day classroom	Amman	Arabic	4,750
13–17 Dec 2027	5-day online	Live online	Arabic	2,950
3–14 Apr 2028	10-day online	Live online	English	5,450
19–30 Jun 2028	10-day classroom	London	English	8,950
10–14 Jul 2028	5-day classroom	Abu Dhabi	Arabic	4,750
2–6 Oct 2028	5-day classroom	Istanbul	English	4,750
16–20 Jul 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
20–31 Aug 2029	10-day classroom	Abu Dhabi	English	8,950
5–9 Nov 2029	5-day classroom	Istanbul	English	4,750
3–7 Dec 2029	5-day classroom	Dubai	Arabic	4,750
4–15 Feb 2030	10-day online	Live online	English	5,450
11–15 Mar 2030	5-day classroom	Abu Dhabi	English	4,750
13–17 May 2030	5-day classroom	Istanbul	English	4,750
13–24 Oct 2030	10-day classroom	Riyadh	English	8,950

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/