



CONTINUING EDUCATION

Kepner-Tregoe's - Analytic Trouble Shooting

CEQAL-601

Increase the operating efficiency of your production environment by developing troubleshooting expertise. Learn to solve problems faster and avoid unnecessary fixes, sort, organize, and analyze large quantities of information and avoid recurring problems with this activity based seminar. More than 70% of the workshop is spent on application and case study practice. This insures that skills are quickly transferred to the workplace. Training focuses on two principle activities – finding cause and taking action.

Who Should Attend: ATS is designed to teach managers, supervisor team leaders, line-level operators, maintenance workers, engineers, and technicians to find the cause of problems and take action to fix them. Seasoned troubleshooters can use ATS to build on their experience and add to their expertise.

Duration: 32 Hours – 4 day course

CEU's Credits: 3.2

Prerequisites: None

Course Content:

Recognize a Problem

- List Concerns
- Separate and Clarify
- Set Priorities
- Plan Next Steps

Find True Cause

- Describe the problem
- Develop possible causes
- Prove the true cause

Questioning Skills

- Type of Questions
- Questioning to the void

More Tools and Techniques

- Multiple Problems
- Start-up problems
- Recurring problems
- Think beyond the fix

Select a Fix

- Consider objectives
- Consider risks

Identify and Avoid Future Problems

- Identify potential problems

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar