

Focused Troubleshooting Skills

...practical tools & techniques for solving production-related problems

Workshop Overview:

Focused Troubleshooting Skills (FTS) is a highly practical, one or two-day workshop that helps line-level personnel troubleshoot their difficult equipment, quality and production problems while working under time pressure. This session provides a logical, step-by-step approach that will enable line-level participants to return to work with usable skills that can be applied immediately to their individual or team situations.

FTS does not rely on cumbersome written forms or rigid rules. Line-level participants are guided in building verbal troubleshooting skills and are encouraged to explore a variety of techniques that best fit their personal style and job situation.

Workshop Objectives:

This workshop will help production-level participants to...

- identify and describe equipment problems accurately
- use verbal questioning process to uncover critical information concerning their problems
- focus on the true cause of their problem and make an appropriate interim and longer-term “fix”
- anticipate and avoid future problems when making their fix
- provide critical information to management and others in a more succinct and fact-based manner

Workshop Process:

This workshop uses highly interactive and hands-on learning methods. Participants are actively involved troubleshooting problems right from the start. In fact, over 70% of the workshop time is dedicated to resolving case study and on-the-job situations both individually and in small groups.

Who Should Attend:

FTS is designed for the line-level individual who is immediately responsible for identifying and troubleshooting equipment, quality and production problems under pressure. This includes:

- both new and experienced team leaders, supervisors and managers
- technicians, engineers, machine operators, production teams that must develop a common troubleshooting language and approach