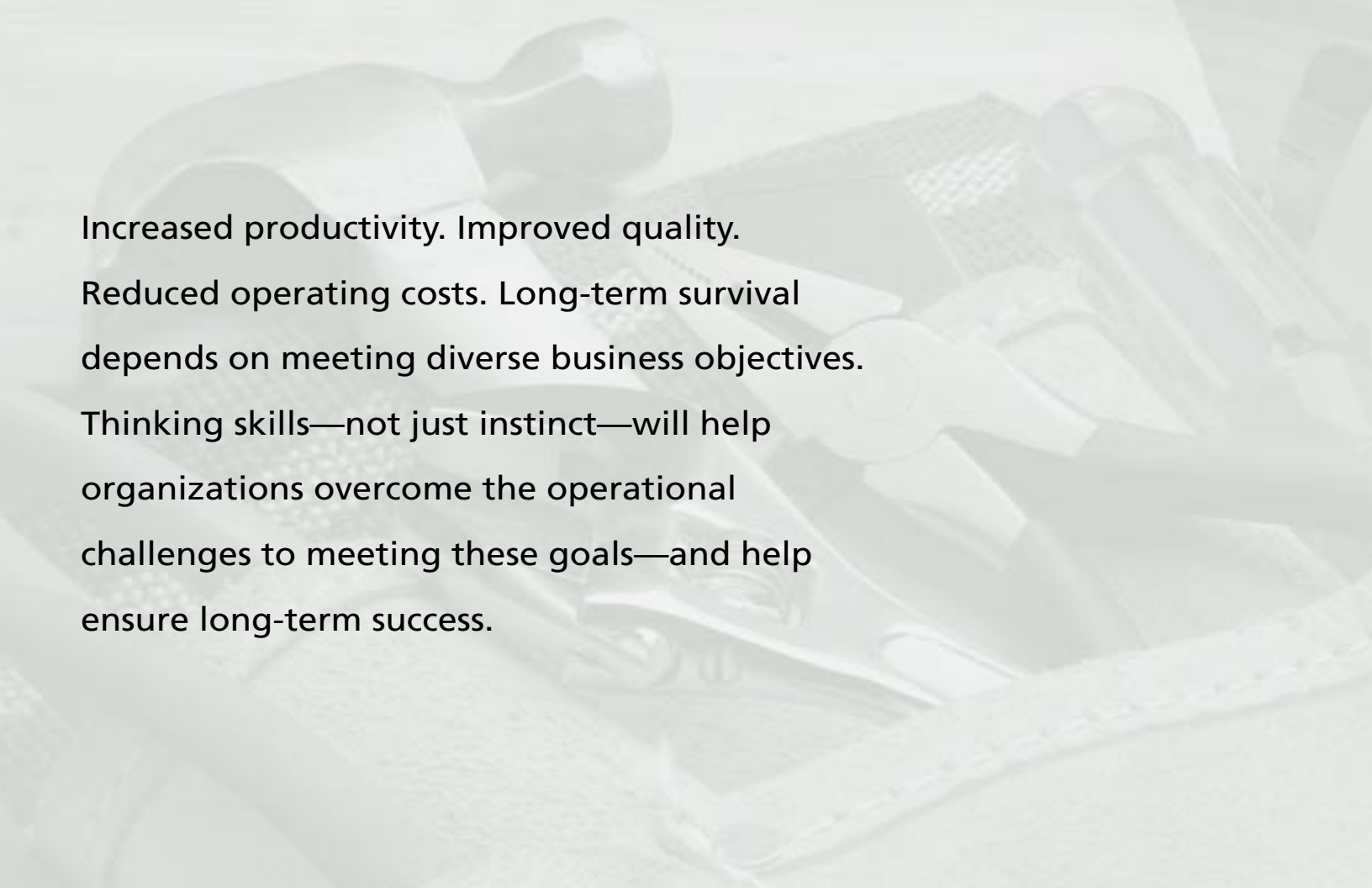




Analytic Trouble Shooting®



Increased productivity. Improved quality.

Reduced operating costs. Long-term survival depends on meeting diverse business objectives.

Thinking skills—not just instinct—will help organizations overcome the operational challenges to meeting these goals—and help ensure long-term success.

Analytic Trouble Shooting®

At Kepner-Tregoe, we have studied how proficient troubleshooters approach problems and decisions for more than four decades. We've seen how they avoid unnecessary fixes, get to the heart of a problem quickly, and prevent its recurrence. Based on our research, we developed Analytic Trouble Shooting (ATSSM), a codified step-by-step process that anyone can use to detect, analyze, and avoid problems.

Meeting Needs Today and Tomorrow

Kepner-Tregoe Analytic Trouble Shooting increases operating efficiency in production environments. Used globally in diverse cultures and industries, ATS focuses on issue resolution. It integrates quality and productivity efforts, and provides a logical framework for statistical process control, lean manufacturing, Six Sigma, total productive maintenance, self-managed work teams, and other programs.

Not tied to a specific machine or process, this flexible, critical thinking-based tool offers enduring value. Troubleshooters can use the same ATS process to solve problems in the production environments of today—and tomorrow.

A Thinking Job—A Learned Skill

Business today is a team effort, and the lean organization cannot afford to leave anyone on the problem-solving sidelines. With Kepner-Tregoe Analytic Trouble Shooting, people at all levels share a common language and approach to tackle even the most complex problems. All can contribute, including those with no technical expertise. The key to the process is to ask the right questions in a logical order and solve problems one step at a time.

The Right Tools

With Kepner-Tregoe Analytic Trouble Shooting, people at all levels share a common language and approach to tackle even the most complex problems.



Change that Matters

Analytic Trouble Shooting addresses the plant environment—its culture, systems, work procedures, and human resources—identifying the obstacles and supports that affect problem solving and decision making. This approach often leads to restructuring how people, machines, production processes, and management systems perform and interact. By creating an environment of sustainable improvement, productivity and quality goals are easier to attain.

Technically Speaking

Analytic Trouble Shooting revolves around two fundamental principles: finding cause and taking action.

Finding Cause includes prioritizing problems, describing them in detail, and identifying and testing possible causes. Troubleshooters differentiate between types of problems, and ask focused, probing questions to gather pertinent information. Before expensive fixes are undertaken, true cause is tested and confirmed.

Take Action focuses on selecting a fix and then thinking beyond the fix to avoid future problems. Good troubleshooters think about goals, find smart alternatives, and balance risk before fixing a problem. Part of the ATS process is to examine other areas that could be similarly affected, plan the implementation of any actions, and prepare for the unexpected.

Training that Produces Results

Kepner-Tregoe offers Analytic Trouble Shooting training that is tailored to a wide range of audiences and needs. Our world-class learning design accommodates organizational needs and emphasizes the application of ATS skills in the workplace.

In the classroom, expert instructors focus on the relevance and applicability of concepts and encourage interaction. Learners are given the opportunity to use ATS in realistic case studies. A significant portion of class time is dedicated to applying skills to the learners' actual work-related issues and receiving expert advice and coaching. Learners develop reporting skills to communicate progress made on problems and recommend the next steps needed for bringing issues to resolution.

Kepner-Tregoe eThink® performance support software is available to guide continued use of the process and build a knowledge base of problems and solutions.

College and Other Credits Available

Kepner-Tregoe training has been recognized by the American Council on Education, Project Management Institute, and National Association of State Boards of Accountancy. Workshop participants are recommended for college credit, Professional Development Units (PDU), Continuing Education Units (CEU), and Continuing Professional Education Units (CPE). Contact us for complete credit information.

Analytic Trouble Shooting Results in Action

The cost of an Analytic Trouble Shooting workshop is usually returned 2-10 times, based on the value of problems solved in the first six months of ATS usage.

A food-packaging company used ATS to solve an eight-year-old problem, resulting in annual savings of \$1.3 million.

A paper products manufacturer used ATS to avoid \$1 million in downtime expenses with quicker root-cause problem solving.

A fiber manufacturer used ATS to cut operational fixed costs by 15% in 12 months.

A major power plant used ATS to improve troubleshooting, increasing generator capability to 10% above the industry standard.

A steel producer used ATS to achieve new, higher-quality process capabilities leading to engineering innovation and new product spin-offs.

Kepner-Tregoe at a Glance

Kepner-Tregoe is an international leader in the quest to improve business results through better individual, group, and organizational effectiveness. Founded more than 40 years ago by Drs. Charles H. Kepner and Benjamin B. Tregoe, the company conducts business throughout the world. Continuous, applied research in our client organizations keeps Kepner-Tregoe processes on the cutting edge of today's business challenges.

The company was founded on the premise that the problem solving, decision making, and project management processes used by exemplary leaders can be learned and applied by others. Through training and consulting, we have helped generations of leaders to improve their individual and organizational performance.

Our proprietary processes are applied by Kepner-Tregoe consultants to a variety of business issues. Engagements range from strategy formulation to high performance manufacturing, customer support and regulatory compliance. Our consultants work across the globe, serving companies of all sizes, in a range of industries. Their success is measured in performance improvements that yield bottom-line results for clients.

At a time when organizations are facing multiple challenges—intense global competition, crushing growth and cost pressures, rapid technological advances—Kepner-Tregoe plays a vital role in helping them improve the clarity of their strategic thinking and operational effectiveness.

Education Services Partners for Training

Kepner-Tregoe works in partnership with community and technical colleges to bring Analytic Trouble Shooting® training to your organization. Workshops are delivered by college instructors who are certified by Kepner-Tregoe to deliver our workshops. If your local community or technical college is not yet a Kepner-Tregoe Education Services Partner, you or your local college can contact Kepner-Tregoe Community College Services to initiate an education services partnership. To learn more, contact: Jennifer Mullins, Community College Services 609-252-2295 e-mail: jennmullins@kepner-tregoe.com



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France <i>(serving Spain)</i>	Korea
Germany	Mexico <i>(serving Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua, and Panama)</i>
Hong Kong	Philippines
Ireland	United Arab Emirates <i>(serving Qatar, Saudi Arabia, Oman, Kuwait, Bahrain, Egypt, Lebanon and Jordan)</i>
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