

KEPNERandFOURIE Root Cause Analysis

Advanced Technical Trouble Shooting

ROOT CAUSE *Works*

Advanced Trouble Shooting Applications

Organizations need technical troubleshooters with proficient thinking and collaboration skills, using a step-by-step stakeholder inclusive approach to detect, analyze, solve and prevent problems. The KEPNERandFOURIE Technical Thought Leadership technology can be implemented to add value to your work processes and action during

- Root Cause Analysis for Product, Process and Equipment Reliability Improvement
- Technical Shop Floor Troubleshooting Activity
- Safety Incident and Accident Investigation
- Transactional and People Problem Solving.

Troubleshooters should focus on three main components:

Finding Cause and Root Cause Analysis

Troubleshooters must be able to define a problem correctly, gather, organize and evaluate the appropriate specific information factually and accurately.

Using the KEPNERandFOURIE logical step by step thought processes, troubleshooters recognize problems accurately and find the true cause. By prioritizing problems, describing them in detail, and identifying and testing possible causes, the true cause is proved before expensive fixes are undertaken.

Troubleshooters are taught to ask sharp, probing questions to gather pertinent information. They differentiate between types of problems and ask specific questions to gather information. When formulating solutions, they work towards the purpose of the solution, and the key requirements, to implement the most effective solution possible.