

## Components

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The D.I.R.T. Troubleshooting Process can provide your personnel (Management, Leads, Operators, Maintenance, Electrical & Controls & Automation Technicians) with the ability to effectively, consistently, and efficiently troubleshoot problems. Using real-world problems your staff encounters, after taking this course they will be able to:

- Explain the value of effective troubleshooting.
- Identify and correct ineffective and inefficient troubleshooting methods currently used.
- Explain the SEP process as used by the D.I.R.T. Troubleshooting Process.
- Use the SEP process to effectively, accurately and efficiently identify root problems, remedy problems, and identify typical traps and how to avoid them.
- Apply the D.I.R.T. Troubleshooting Process to their jobs to effectively resolve problems.

## This is important because:

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- D.I.R.T. provides a consistent troubleshooting process which combats varying levels of employee skill and knowledge.
- Implementing D.I.R.T. Troubleshooting reduces equipment and employee downtime.

## Discovery

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| <ul style="list-style-type: none"> <li>• Would you like to improve you overall production speed and efficiency?</li> <li>• Do your employees troubleshoot complex equipment problems only to have the solution create another problem?</li> <li>• Do your employees employ a consistent methodology for troubleshooting equipment problems?</li> </ul> | <ul style="list-style-type: none"> <li>• Would you like to minimize your downtime?</li> <li>• Would you like to improve the quality of your products while lowering the cost it takes to produce them?</li> <li>• Do you see inconsistencies in the troubleshooting abilities and effectiveness of your employees' problem resolutions?</li> </ul> |
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**Complementary Services Offered**

**M.E.N.T.O.R.**

**Job Aid Development**



## Tasks

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- Identify training candidates. (E<sup>2</sup>M/Polytron & Client)
- Schedule D.I.R.T. Troubleshooting Process class. (E<sup>2</sup>M/Polytron & Client)
- Hold D.I.R.T. Troubleshooting Process class (E<sup>2</sup>M/Polytron)
- Apply D.I.R.T. Troubleshooting Process in role-play environment (E<sup>2</sup>M/Polytron)
- Apply D.I.R.T. Troubleshooting Process method. (Client)

## Benefits

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- The D.I.R.T. Troubleshooting Process provides your staff with a standardized methodology they should use every time they are faced with equipment problems.
- D.I.R.T. greatly increases the effectiveness of problem resolution..
- D.I.R.T. helps your staff avoid human flaws that prevent effective troubleshooting.
- Training your staff to troubleshoot and resolve problems in-house will save you time and money.

## Common Questions

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### **Why do we need this class if we have maintenance and engineers to troubleshoot problems operators can't?**

Operators who troubleshoot equipment problems effectively and efficiently can help ensure equipment downtime is greatly minimized. This saves money in time, production loss and helps meet deadlines and quotas.

### **Is the D.I.R.T. Troubleshooting Process just for Operators?**

While the D.I.R.T. Troubleshooting Process may provide operators with more new information than they currently have, your maintenance and engineering staff can also benefit.

### **How long is the D.I.R.T. Troubleshooting Process class?**

The D.I.R.T. Troubleshooting Process class is a half day (4 hour) class taught at your location. We also offer a follow-up "Quick Learn" refresher course (that does not require an on-site trainer) that helps reinforce the D.I.R.T. Troubleshooting Process methodology.

### **How can we explain the cost to update an entire troubleshooting process?**

Implementing an integrated troubleshooting method is not as costly as it appears. The costs are low when considering the amount of equipment and employee downtime that will be eliminated using the D.I.R.T. Troubleshooting Process.