



O&M Consulting  
Services Inc

PO Box 30  
Aurora, IN 47001  
Ph: 812-926-0187  
Web: [www.omcsi.com](http://www.omcsi.com)

# F01 Operational Systematic Troubleshooting 1-Day Seminar

**Cost:** \$ 250.00 includes all course fees and student text. (For on-site, call us for price quotes)

**Intended Audience:** Operators, Management, and Maintenance Personnel

**Objective:**

This seminar takes the skills you've acquired from On-the-Job Training and refine them. You will have the skills to ask better questions and deliberate them to find the true cause of the problem. Then analyze the results after the problem is fixed (**think beyond the fix**). By executing what you learn you will make better decisions and improve the net worth for your company and yourself.

**COURSE OUTLINE:**

- **Introduction**
  - OST: What's It All About
  - OST: Finding the Cause and Taking Action
- **Recognizing a Problem**
  - Knowing the Should and the Actual Problems, Decisions, and Potential Problems
  - Listing Concerns
  - Separating and Clarifying Concerns
  - Setting Priority
- **Describing the Problem**
  - Start by Stating the Problem
  - Specifying the Problem
- **Using Your Experience to Develop Possible Causes**
  - Testing Possible Causes Against the Specification
- **Good Questions**
  - Questioning to the Void
  - Handing Answers
- **Develop Possible Causes from Differences and Changes**
  - Looking for Differences
  - Finding Areas of Sharp Contrast
  - Look for Change
  - Using Differences and Changes to Develop Possible Causes
  - Multiple Problems
  - Three Types of Multiple Problems
  - How Multiple Problems Start
- **Start-Up problems**
  - Definition of a Start-up Problem
  - Three Types Start-up Problems

**F0-1-1207**