

WORKSHOP METHODOICAL TROUBLESHOOTING

TRACKING DOWN TECHNICAL ERRORS - SYSTEMATICALLY AND THOUGHTFULLY

SERVICE OFFICE, SERVICE FIELD SERVICE, SERVICE SALES

DURATION

- 2 days

LINK TO DATES

- [Schedule Overview](#)
- more dates on request

TARGET GROUPS

- Service technicians
- Technical support agents
- Multipliers

NUMBER OF PARTICIPANTS

- Präsenz: max. 10 Persons
- Online: max. 6 Persons

AVAILABLE

- as OPEN seminar
- as INHOUSE seminar
- in live online format
- In face-to-face format
- or combined

"THINK FIRST, THEN ACT...."

It is a technician's major task to find faults systematically and to correct them. This is extremely demanding when it comes to complex technical systems and at the same time it's very important. To reinforce and optimize this ability offers a high potential for economical savings and is one of the tasks (technical) management staff has to deal with. Moreover, it is also a sign of quality for the customer.

In practice, the degree of how successful it can be implemented depends on the following questions:

- If technicians develop an understanding and a fundamental acceptance of this issue – this is the trainer's job.
- To implement it in real life – this can only be advanced by taking relevant organizational measures, providing resources (forms) and following up on the topic. This is the service manager's job.

Root Cause Analysis may no longer be a process of individual quality and length – depending on the technician involved. This is a fact that has been recognized at least since cost-oriented thinking has gained more and more attention in the service. Systematic troubleshooting requires appropriate preparation prior to the first touch on the machine. Particularly (skilled manual) practitioners with a lot of experience often rely more on a mixture of intuition and simply doing / trial and error.

The most expensive faults are those that seem to have been identified and corrected, but then turn out to recur. This is why this workshop does not focus on quick troubleshooting methods but on likeliness to clearly identify the fault for good –thus aiming at sustainability.

HOWEVER, SYSTEMATIC TROUBLESHOOTING MEANS:

- Systematic recording of existing information
- Plus effective communication with the persons involved, e.g. the machine operator
- Careful comparison of possible causes and information given
- Targeted rectification of the root cause found

The linchpin is to think systematically before (systematically) acting. How this can be reinforced and internalized is the focus of this workshop.

[Details on our homepage](#)



1.440 €
per part. plus VAT

WORKSHOP METHODOICAL TROUBLESHOOTING

TRACKING DOWN TECHNICAL ERRORS - SYSTEMATICALLY AND THOUGHTFULLY

VOICES OF OUR PARTICIPANTS

"The practical input related to the service was very good"

"It is always advisable to question your own working methods and try out other methods"

"Highly recommended because it gives a good overview for methodical troubleshooting and forms the basis for successful communication with the customer."

YOUR CONTACT

KDT GmbH
The Service-Trainer
Bamberger Str. 2
95488 Eckersdorf

Tel +49 921 980 324
Fax +49 921 970 023

info@kundendienst-trainer.de
www.kundendienst-trainer.de

CONTENT

- Communication techniques for intensive acquisition of information
- Optimizing initial contact and job clarification "face to face" and on the telephone
- Specifically de-escalate difficult conflict situations on site
- Proceed based on Methodical Failure Search
- Systematic questioning and thinking techniques
- Using notes as basis of systematic proceeding
- Psychological background, problems and their solutions
- Effective exchange methods
- Psychological difficulties and coping with them
- Strategies for the implementation in our daily work

METHOD

This is not about teaching dry theory but giving hands-on techniques for daily practice, combined with exercises in order to experience yourselves how certain approaches work. This means we not only work on the knowledge required but also on appropriate action and adequate attitudes.

How have I done it before, what is okay, what should change, what will I change?

The workshop is led/moderated in a methodical-didactic-founded manner by trainers who are active in the training of technical trainers and technicians, who themselves have a technical background and experience in methodical troubleshooting.

YOUR PERSONAL BENEFIT

Here you will learn how you can improve your ability to scrutinize the causes of malfunctions and to prevent yourself from getting ahead of yourself

FROM A MANAGEMENT PERSPECTIVE: How to keep better control of costly incidents

ADDITIONAL OFFERS / UPGRADE

You will find a meaningful and sustainable deepening of the topics (depending on the field of application) in:

- **Train the Technical Trainer**
- **Customer communication training for Service Technicians**
- **The service-technician as a 'sales-opportunity-identifier'**
- **Professional in spare parts sales and spare parts consulting**
- **Essential knowledge in service sales**

[Directly to
booking or
reservation](#)

