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Analytical Troubleshooting: A Disciplined Problem-Solving Approach to Rapid Root Cause Identification and Corrective Action

Course Overview

The aim of this course is to instill a disciplined problem-solving mindset, allowing any problem to be tackled in a consistent, logical, and analytical manner. Participants will use a series of real-world, industry-relevant case studies to break complex problems into more manageable parts, using their improved understanding to gather and organize relevant information. This will enable them to draw rational conclusions about problem causes so they can recommend a high probability fix for known issues. This course is highly interactive and several group exercises are included to simulate problem environment and maximise student learning takeaways.

What's Covered

The 3 Stages of Troubleshooting (Problem Identification, Problem Description, Looking for Cause); Interactive Team exercises based on case studies to illustrate and drive home key concepts; The "Troubleshooting Truth Table"; Verification of Probable Cause; FMEA; Corrective Action Response (CAR) and Best Practice.

Who Should Attend

Manufacturing Engineering Staff
IC Design Engineers
Quality & Reliability Engineers
Product/Test Engineers
Failure Analysis/Lab Personnel
Supply Chain Staff

Course Duration

2 days