

# Troubleshooter I Certificate

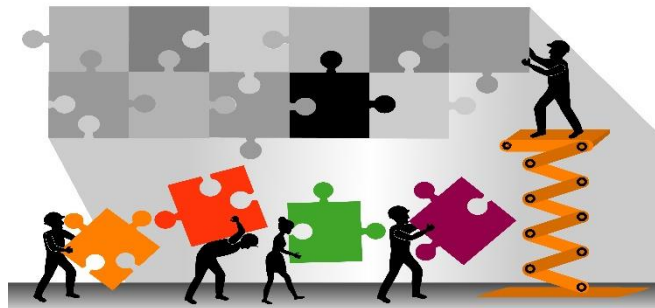
*-Introduction-*

## Question:

What could you possibly add to your technical knowledge and years of experience to dramatically improve your troubleshooting performance?

## Answer:

Mastery of a thinking technology distilled from a select group of the world's best problem solvers, validated and perfected with over 35 years of on-the-job use.



**Use a systematic process.** The explosion of information, the pace of change and accompanying short shelf-life of relevant experience, makes having a meta-strategy a critical career asset. Know what questions to ask and why. Make the best possible use of your knowledge, experience and judgment in a logical and focused manner. Do it naturally and with stunning results! Increase the value you bring to your organization ten-fold with an improved ability to guide your thinking and the thinking of others.

We help troubleshooters get to the core of any problem, big or small, technical or service-based, faster and more directly than ever. Convert chaos to clarity!

**Reveal the root.** Knowing how a problem came into existence is essential to figuring out what to do about it and finding the best way to fix it, permanently.

## RECOMMENDED PATH

You will progress step-by-step, earning your certificate as follows:

### [1] WBT Teach & Test

[Contact](#) us with any questions. You can go online and complete the **Systematic Problem Solving** web-based

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course. This will require 3-4 hours of online work, and is self-paced. You will be able to gain an in-depth grounding in all the Troubleshooting concepts (Problem Inventory, Problem Solving and Root Cause Tracking). The WBT program will teach 21 concepts, including advanced concepts not taught in our workshops, with immediate tests for understanding, feedback, and retest opportunities for any missed concept.

### **[2] Analyze A Series of Three Of Your Problems with support and feedback of your BPI expert coach.**

The certification process includes application of Problem Solving and Root Cause Analysis to three of your job-related problems. You will receive feedback and one-on-one expert coaching all the way through this process using the **BPI Problem Solving** electronic workbook. The workbook documents your analysis and makes sharing your results a simple matter – just send your analysis in an email attachment, or print it out. Your coach will find and correct any misunderstandings you might have and teach powerful insights into how best to solve the toughest problems. Avoid dead ends and false trails, find the true cause of problems quickly.

### **OBJECTIVES**

In the **Troubleshooter Certificate I Program** you will learn to:

- Quickly and objectively define any problem.
- Learn when to group or to separate individual problems and set priorities.
- Specify the boundaries of any problem.
- Develop high quality potential causes
- Quickly determine the most likely cause using the available facts.
- Logically test for the true cause and stop serial trial error changes. Systematically reveal the root cause.
- To check and verify the logical flow of your root cause analysis.

**Contact** us to enroll in the **Troubleshooter Certificate I Program** or get more detailed information → [HERE](#).