Troubleshooting Methods
This two-day course teaches the fundamentals of troubleshooting to technicians. It covers the areas which are common to most problems encountered in industry, and how to approach these problems with a systematic approach to troubleshooting. This course is split between classroom and hands-on troubleshooting.

I. Troubleshooting Documentation

II. Seven-Step Troubleshooting Philosophy
   · Step 1 - Symptom Recognition
   · Step 2 - System Elaboration
   · Step 3 - Listing of Probable Faulty Functions
   · Step 4 - Localizing Faulty Function
   · Step 5 - Localizing Fault to a Component
   · Step 6 - Failure Analysis
   · Step 7 - Retest Requirements

III. Troubleshooting With Flowcharts
   · Typical Troubleshooting Process
   · The Flowchart Model

IV. Five Action Steps for Systematic Troubleshooting
   · Step 1: Verify That a Problem Actually Exists
   · Step 2: Isolate the Cause of the Problem
   · Step 3: Correct the Cause of the Problem
   · Step 4: Verify That the Problem Has Been Corrected
   · Step 5: Follow Up to Prevent Future Problems

V. Deriving Logical Troubleshooting Flowcharts and Strategies
   · Deriving Your Own Troubleshooting Strategy
   · Steps for Troubleshooting Intermittent Failures
   · Identifying All Possible Causes of Trouble

VI. Cause and Effect Diagrams
   · Constructing a Cause and Effect Diagram