

# Root Cause Analysis Tips for Manufacturing - When Virtual Is the Only Option

written by Lauri Moon | February 25, 2021

A world-class company needs manufacturing plants to be more than just operational—they need to be productive, efficient and flexible to respond to changing business conditions. The recent COVID-19 pandemic demonstrated this clearly, particularly with the critical troubleshooting and maintenance operations required to keep plants running.

When machinery breaks down today, troubleshooters often cannot physically be in front of what needs fixing due to health or remote-work restrictions. Human senses are essential to gather data to diagnose a problem. When troubleshooters are constrained by the quality of a camera lens and the ability to hear, feel and smell must be relayed through non-expert on-site personnel, the ability to gather accurate data for quick resolution can be greatly compromised.

You need a different set of skills and processes to effectively troubleshoot when virtual is the only option. Access to a resolution will depend on the level of quality in two areas:

1. A definitive and clear problem-solving process, focused on the data that can be accessed
2. Effective tactics to gain access, confirm data and test the diagnosis

Chad Player and Sam Bernstine of Kepner-Tregoe a Root Cause Consulting Firm have extensive experience navigating the roadblocks of our pandemic reality through to many successful resolutions. Through their experience you will learn:

- What problem-solving skills are at the top of the list when virtual is the only option
- How to develop a plan to focus time/effort/cost on the data that matters
- Key essentials on developing effective tactics to access the data

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## Speakers



### **Chad Player, Consultant, Kepner-Tregoe**

Chad's never-ending interest for fixing things combined with his love of structure make him a perfect partner when organizations want to shift performance into high gear. His specialty lies in contractor management, root cause analysis investigations and has experience in the areas including reliability, waste reduction, equipment failures, distribution of raw materials and safety incidents. With broad industry experience including health, mining, paper, automotive, manufacturing and IT - call centers Chad has successfully led many client teams through projects with stakes in the multimillion-dollar range. Chad is a certified Six Sigma Black Belt, an expert in Lean and Change Management principals and a champion of improvements that create enormous value clients and are sustainable over time. Chad views his success through what is produced by his client teams in the areas of operational improvement, increased efficiency and major cost savings.



### **Sam Bernstine, Principal, Kepner-Tregoe**

For over 35 years, Sam has brought his belief in teamwork, his persistent pursuit of value, and his strong leadership skills to serving KT clients in the automotive,

manufacturing, and power generation/energy industries. He has helped companies such as Honda, Nissan, Stellantis (formally FCA), Robert Bosch, Johnson Controls, Siemens, Duke Energy, Exelon Corporation and Ontario Power Generation to examine and improve how decisions are made, problems are solved, projects are managed, and communication is carried out. Sam's proven ability to collaborate effectively with employees at all levels—from the C-suite to the production floor—enables clients to fulfill quality, productivity, and cost-savings goals both at the major automotive OEMs and their tiered suppliers.

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