

“Effective Troubleshooting”

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- *A good troubleshooter is usually someone who can visualize the logical flow of things*
- *Most problems are solved through intuition and experience.*
- *Intuition is a by-product of experience.*
- *Organize work habits to acquire skills and build the power of intuition.*

Exploring the “Tommy” Approach

What questions should you ask?

- **See me:** You have to begin to see the problem. You have to be able to visualize the problem. When the customer describes the problem, what do you need to ask? This is the habit of imagination. Listen to the customer. Ask questions and keep your “don’t-know mind” open. Intuition is a bi-product of experience.
 - *The habit of imagination*
 - *Listen to the customer*
 - *Keep out any pre-conceived thoughts*
 - *The Zen idea of a “Don’t know mind.”*
 - *Visualize*
 - *List the possibilities*
- **Feel me:** *The habit of putting first things first.*
 - Start by asking “what is the make, the model and the serial number
 - The who, what where and when leads to WHY (Remember to keep it simple.)
 - WHO: what type of treatment & playing
 - WHERE: where is the piano located?
 - WHAT: symptoms – what does it do? Describe the problem.
 - WHEN: when does it do this? How often does it do this? When did it start doing this?
 - Figure out which of the three problems is the issue:
 - Manufacturing problem
 - Environmental problem
 - Human factor – how it’s used & serviced, the player’s treatment of it
- **Touch me:** *The habit of knowing the goal*
 - Examine the instrument
 - Know what is asked for
 - Collect the facts
 - Determine a response
- **Heal me:** *The habit of achieving the goal*
 - Create a win-win situation
 - Estimate the work
 - Check the warranty
 - Receive authorization
 - Figure out how to fix it so everybody feels good.
 - Actually solve the problem: cure the cause, not the symptom
 - Stay within your limits

Seven Habits of Highly Effective Troubleshooters

1. **Attitude: *The habit of recognizing responsibility.***
 - a. The problem can be solved.
 - b. It is my job to solve it, so the buck stops here.
 - c. Once it is solved, that will be one more thing that I know how to do.
 - d. Be Patient. Effective troubleshooting takes patience, persistence, practice and a little luck. Remember, no problem is fatal.

2. **Visualize: *The habit of imagination.***
 - a. Determine the nature of the problem.
 - b. See the problem and imagine the steps toward conclusion. Create in you mind what you cannot yet see with your eyes.
 - c. List the possibilities.

3. **Focus: *The habit of putting first things first.***
 - a. The Who, What, When and Where leads to Why.
 - b. Work one step at a time.
 - c. Check the simple things first.

4. **Understand: *The habit of knowing the goal.***
 - a. Know what is asked for.
 - b. Collect the necessary facts.
 - c. Merge what is known with what is possible.
 - d. Determing a response.

5. **Communicate: *The habit of mutual benefit.***
 - a. Create a win-win situation between you, the customer and if relevant, the dealer and manufacturer. Listen to their needs.
 - b. Give whoever is paying the bill an estimate for the repair.
 - c. Check the warranty. Do you have authority to make the repair?

6. **Respond: *The habit of achieving the goal.***
 - a. Know your limits. Don't put too much time and resources into a small problem.
 - b. Cure the cause, not the symptom.

7. **Learn: *The habit of continuous improvement.***
 - a. Mistakes are merely another way of knowing how not to do it next time.
 - b. Celebrate your success.