KT Kepner Tregoe

MINDSTORM + ROBOTICS

Troubleshooting Simulator

Reduce time-to-results with the next generation in building troubleshooting proficiency

The Kepner-Tregoe Troubleshooting Simulator bridges the gap between training and application back in the workplace and helps reduce the time to gain proficiency in a safe, yet realistic environment.

Based on **Kepner-Tregoe's best practice troubleshooting methodology,** the simulator uses Lego Mindstorms® Robotics to provide an **interactive experience** that delivers immediate consequences to actions taken by troubleshooters.

Fully **digital scenarios are available:**

- Software related faults
- Hardware related faults
- Environmental/Set-up related faults
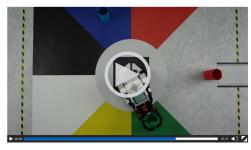- Single cause/Multiple cause scenarios
- Different levels of difficulty

Key learning points:

- Solve problems under pressure
- Accurate description of symptoms
- Narrowing down possible causes before taking actions
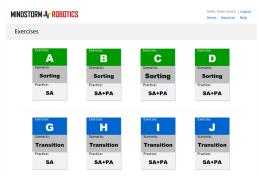- Effective data representation through systematic troubleshooting

Custom scenarios can be developed.

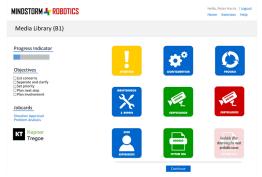**Exercise + Feedback + Repetition = Behavior Change!**

Videos & Animation

Standard & Customizable Scenarios

Info Sources & Quality Gates

Gamification

EXERCISE	TEAM 1	TEAM 2	TEAM 3	TEAM 4	TEAM 5
SCORE	15	23	35	16	15
J			3:45 5		
Q			2:57 5		
O		3:50 5	2:30 5		
H	2:50 5-3-2=0	2:33 5-2=3	1:45 5	3:30 5-2=3	3:30 5-2=3
I	1:15 5	12:55 5	12:50 5	2:10 5-2=3	1:59 5-3=2
B	11:15 5	11:20 5	11:35 5	11:50 5	12:07 5
C	10:20 5	10:23 5	10:10 5	10:40 5	10:35 5