



Dr. Benjamin Tregoe and Dr. Charles Kepner founded Kepner-Tregoe in 1958 on the premise that people can be taught to think critically. For the past six decades, we've helped thousands of companies around the world solve problems and improve performance by asking the right questions, identifying solutions, and empowering organizations and their employees to become better. We've had a front-row seat to help our clients navigate major business milestones.

Getting to 60 years is a great achievement for any organization and we are understandably proud that KT is still going strong. To be teaching the same fundamental business operating and leadership development principles after 60 years is realistically an amazing feat. We have trained over 3 million people worldwide in the core KT methodologies and the tools and processes are used daily in almost every industry.

Kepner-Tregoe's history includes a succession of milestones and achievements. Kepner-Tregoe was the first to focus on the critical need for training in problem solving and decision making. The company pioneered the "train-the-trainer" concept—developed as a methodology for transferring its approaches to clients, which revolutionized organizational improvement. During the Apollo XIII crisis, NASA used the Kepner-Tregoe methodologies to identify critical issues, thus contributing to the astronauts' safe return.

Today our team of employees and consultants across several offices globally serve our clients with a complete offering of operational excellence, ITSM service excellence and training solutions designed to propel their businesses forward.

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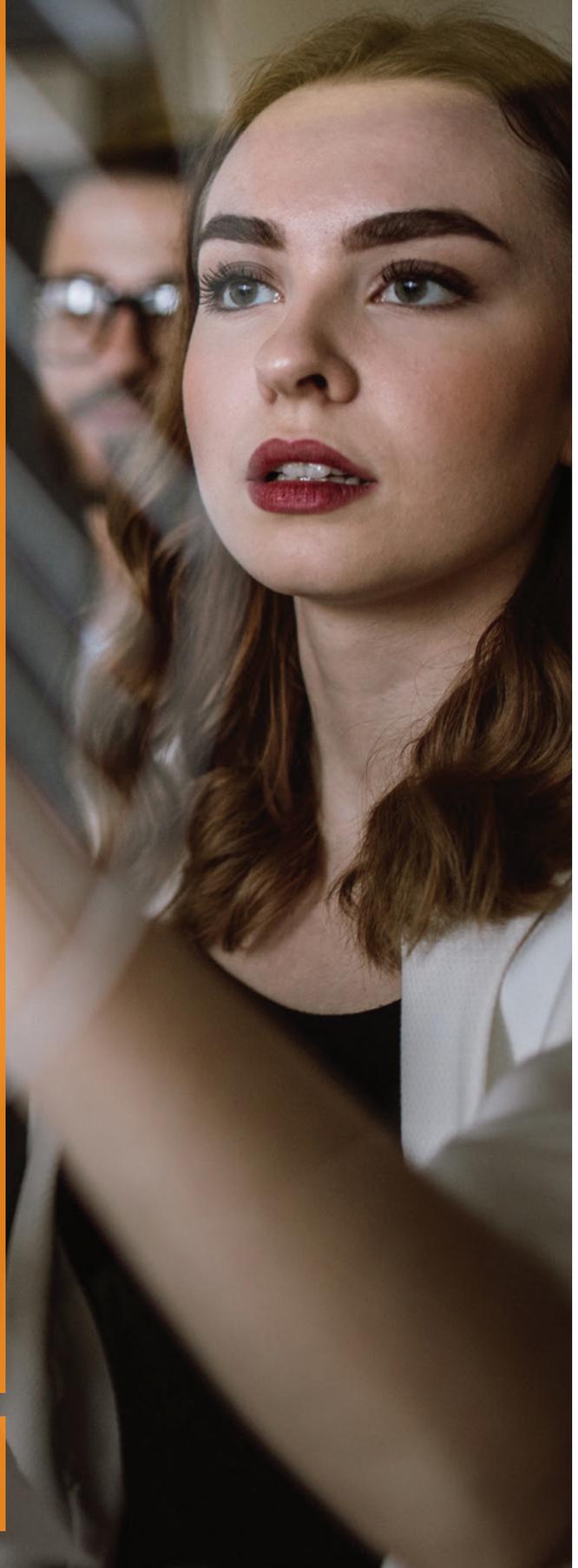


Effective Problem-Solving Using Causal Visualization Software

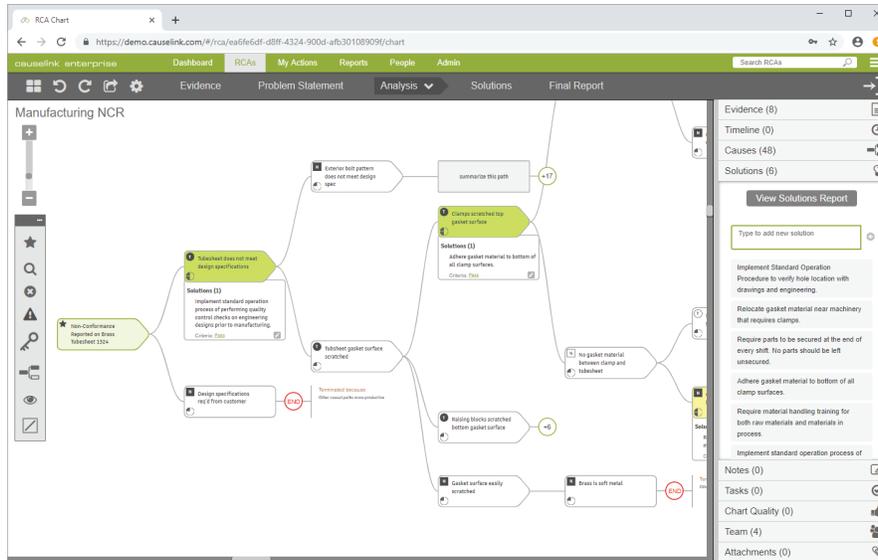
Kepner-Tregoe (KT) and Sologic are collaborating to provide a sophisticated cause and effect charting solution for clients.

causelink®

www.kepner-tregoe.com



Kepner-Tregoe (KT) and Sologic are collaborating to provide a sophisticated cause and effect charting solution for clients. Their agreement enables KT clients to utilize Sologic’s Causelink® software. KT has always been effective at empowering clients to solve tough problems, and the addition of Causelink® provides organizations with a toolset to proactively manage critical investigations and leverage the lessons learned more effectively. The partnership brings together complementary root-cause-analysis capabilities, addressing clients’ increasing needs for both flexible solutions and software support.



Causelink® supports Kepner-Tregoe’s critical thinking-based problem-solving methodology by providing an integrated tool to aid in identifying root cause. Causelink®’s structured visual charting approach helps organizations understand and document the complex interactions in many incidents. Much of the information gathered in the KT problem solving process is captured visually using the Causelink® Event Mapping tool.

Causelink® Software

As organizations become more complex, work across multiple geographies, and operate within aggressive time frames, finding effective solutions has become a much greater challenge. Causelink® has been developed to overcome this problem. Causelink® allows problem-solving professionals to investigate problems in a simple, standardized and evidence-based manner.

Causelink® encourages the breaking of causal chains where effective solutions prevent repeat failures. Causelink® helps teams share lessons learned, reveal vulnerabilities, and deliver systemic change. Causelink® also gives the user a tool to manage the overall resolution of incidents from Initial investigation through corrective action implementation.

Causelink® allows problem-solving professionals to investigate problems in an intuitive, standardized, collaborative format, enabling real-time access to status, solutions, and emerging trends.

Causelink® Key Features

Visibility – Managers can quickly determine the status of open RCA investigations.

Preservation of Knowledge – Prevents the decay and loss of institutional knowledge.

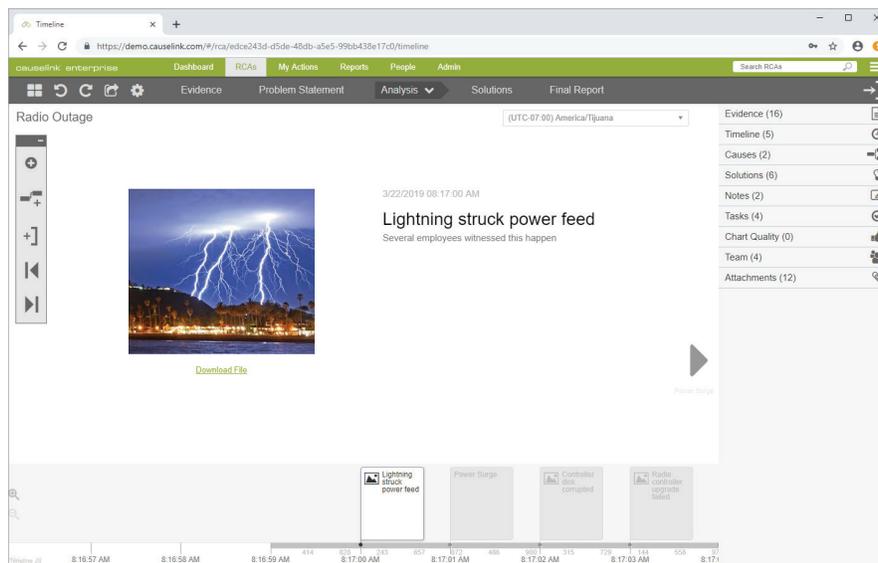
Reporting – Having all the data in the same place allows you to spot trends across your entire program.

Cause & Effect Charting – Logically define the causes and gain a common understanding of a problem with your team.

Incident Timeline – Visually present the events related to the problem and provide an easy way to gain consensus with your team.

Action Tracking – Track Corrective and Preventative actions ensuring their completion.

Mobile phone/tablet support – Provide an easy way to gather data and check investigation progress when you are not at your desk.



Building a Critical Thinking Culture

For over six decades, organizations have relied on Kepner-Tregoe's unique blend of training and consulting to improve problem-solving and decision making. Crossing cultures, borders and languages, KT processes are considered essential capabilities in organizations of all types and sizes.

Our methodologies are embraced in executive suites, on help desks and production lines, in high tech labs and power plants, and in front and back offices. Using structured, critical thinking processes, our clients achieve greater efficiency, quality and customer satisfaction *while reducing costs*.