



## Kepner-Tregoe Facilitation Services

### Resolve critical business issues with the world leader in problem and decision facilitation

At some point, every organization has a need to fix a major operational issue or alter a strategic direction gone wrong. The resolution will be critical and will challenge internal processes, resources and the bottom line. These situations are typically very emotionally loaded, demanding a high level of objectivity and critical thinking from the individuals tasked with the resolution.

Kepner-Tregoe facilitators are highly trained experts who have resolved the following situations:

- ▶ A healthcare provider at risk of being shut down due to a quality failure in manufacturing
- ▶ A food manufacturer encountered a serious cosmetic flaw in its products valued at £40 million - after 3 months, they were still not able to find root cause
- ▶ A technology provider with failing transition networks replaced several network components, but the problem remained unresolved causing an increased number of outages
- ▶ A train manufacturer ramping up production needed advice on how to achieve this at minimum cost with no sacrifice in quality
- ▶ A company needed to reach consensus with several stakeholders on a major investment that would determine the success or failure of their organization

Clients often have the *technical knowledge* to resolve key organizational production, process or maintenance issues, but struggle with the resolution approach, resulting from:

- ▶ Conflicting objectives due to multiple stakeholders
- ▶ Too much or too little information
- ▶ Confusion about hard data vs. ideas

### Client results delivered

- ▶ Resolving a Euro 2.8 million quality defect
- ▶ Selecting a design for a new \$10 million wastewater treatment system
- ▶ Consolidating departments in a newly merged company effectively and efficiently

### Resolve your issues. For good!

- ▶ A KT facilitator was able to cut through significant amounts of irrelevant data to produce a critical investigation report.
- ▶ KT facilitation identified a faulty component fixing the problem and ensuring service delivery
- ▶ After 3 months of failed efforts, KT facilitation helped identify the part of a process that was broken. An immediate fix was implemented in just 3 days.
- ▶ KT facilitation provided the structure to specify the underlying risks and benefits of a critical recommendation to be made to a CEO.

Kepner-Tregoe (KT) is the world's leading troubleshooting company. Thousands of businesses have successfully used KT methods to understand, prioritize, diagnose and resolve complex strategic and operational issues since 1958. Our facilitation service offers a fast route to effective action, releasing pressure on internal resources and ensuring progress to resolution.

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## KT Kaizen: Immediate problem solving support

KT Facilitators are experts in critical thinking and business process. They will guide a group towards effective resolution using proven KT tools such as root-cause-analysis (RCA) investigation, major IT incident management, strategic decision making, or proactive risk management.

## Our approach:

Based on best practice KT issue resolution methodology we focus your team's knowledge and experience on the critical aspects of an issue, leveraging our KT questioning techniques. KT's solution brings together the relevant information and expertise based on a 3-phase approach:



## How We Work with Clients

In 1 week or less we will deliver:

- ▶ A clarified list of issues
- ▶ Agreement about priorities
- ▶ A clear action plan for each issue in scope
- ▶ A precise definition of the problem(s), including the affected item(s) and the exact nature of any non-conformances
- ▶ A view of available data
- ▶ A plan for acquiring missing analytical data
- ▶ The most probable cause or a plan for identifying root cause
- ▶ An assessment of different corrective and adaptive actions
- ▶ An action plan for implementing the fix

## Our facilitators produce results!

Contact us to explore KT facilitation services for your organization

<http://kepner-tregoe.com/about-kt/contact-us/>

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