

The Universal Troubleshooting Process Wall Hanger

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- Step 1: Prepare
- Step 2: Make a damage control plan
- Step 3: Get the symptom description
- Step 4: Reproduce the symptom
- Step 5: Perform corrective maintenance
- Step 6: Narrow it down to the root cause
- Step 7: Repair or replace defective component
- Step 8: Final testing
- Step 9: Take Pride
- Step 10: Prevent future occurrence

Step 1 Tips:

The Troubleshooter's Mantra:

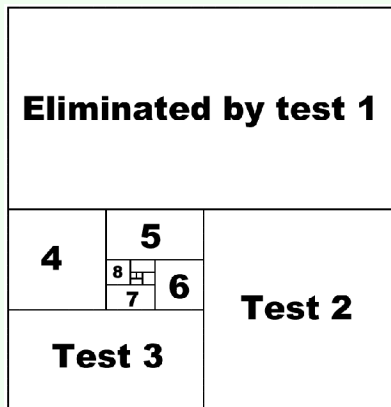
How can I narrow it down just one more time?

The Troubleshooter's Philosophy:

My job isn't to fix it, my job is to narrow it down!

Step 6 Tips:

Divide and Conquer



The Quadruple Tradeoff

1. Even Divisions
2. Ease
3. Likelihood
4. Safety

For Further Information:

Free web content: <http://www.troubleshooters.com/tuni.htm>

Basic troubleshooting Ebook: <http://www.troubleshooters.com/bookstore/28tales.htm>

Advanced troubleshooting book: <http://www.troubleshooters.com/bookstore/ttech.htm>

Managers' troubleshooting book: <http://www.troubleshooters.com/bookstore/mg.htm>

Courses and courseware: http://www.troubleshooters.com/newtc_courseware.htm

FAQ: <http://www.troubleshooters.com/utp/utpfaq.htm>

Email Steve Litt: slitt@troubleshooters.com