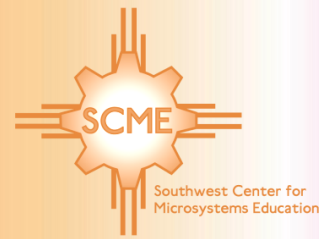




Problem Solving for Technicians
Presented by the
Southwest Center for Microsystems Education



Questions that will be answered during this webinar

- What can the Southwest Center for Microsystems Education (SCME) do for you?
- What's a systematic approach to problem solving?
- How do you ask a good question? Who do you ask?
- What type of problems do technicians solve?
- What's the difference between problem solving and troubleshooting?

Six Steps to Problem-Solving

1. Recognize that a Problem Exists
2. Analyze the Problem
3. Identify Possible Causes
4. Evaluate Possible Causes
5. Develop an Action Plan
6. Verification

Links and references from webinar

- SCME website: scme-nm.org
- [List and descriptions of SCME Learning Modules](#)
- [List and descriptions of SCME Instructional Kits](#)
- [MicroElectroMechanical Systems \(MEMS\)](#) - Sandia National Laboratories
- [YouTube Channel for SCME](#) (17 animations and narrated videos)

*Participant guides are available for free download at the links provided. Become a registered member of the SCME website and gain access to the Instructor guides (IG).

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SCME Webinars (All recorded webinars are available.)

For information on the Fall 2011 – Spring 2012 webinars, click [here](#).

For information on the Fall 2012 – Spring 2013 webinars, click [here](#)