

A Systematic Approach to Complex Problem Solving

Our client is a worldwide engineering and manufacturing organization for advanced electro-optical systems and components used in infrared imaging, targeting, and night vision systems for military and commercial applications.

The client uses the systematic Kepner-Tregoe approach to resolve the complex issues of cutting-edge technology. For example, during a product upgrade, receivers in an infrared night vision component had lower than anticipated transmission. After years in development, this lingering problem threatened the start of production. By using the rapid, cost-effective KT processes, the issue was resolved and delays were avoided, saving a \$25 million product line.

- Prevented shutdown of a product line worth \$25M/year
- Avoided retrofit costs estimated to be \$2.2M year one and double year two
- Gained invaluable goodwill and credibility with the customer