



## Root Cause Problem Elimination Combats Downtime and Breakdowns

Huber Engineered Woods experienced costly unscheduled downtime and repeat events, including equipment breakdowns, prompting them to reach out to IDCON INC to start getting back on track.

### Challenge

Having experienced issues with equipment reliability, equipment history tracking, and procedures for unplanned downtime events, Huber reached out to IDCON for team training and coaching.

### Solution

IDCON provided a 5-day Root Cause Problem Elimination (RCPE) Training that included examples based on actual equipment in the plants, and reviewed PMs of the client's 10 most critical pieces of equipment. Frontline tradespeople, operators, supervisors, and superintendents were all present for the training.

Part of the training was focused on troubleshooting. Troubleshooting helps maintenance teams quickly identify symptoms that can lead to mechanical or electrical equipment problems, determine faulty components, plan a course of action, repair the problem, and document the actions for historical value. The troubleshooting process has some similarities to the root cause process.

To improve PM inspection tasks, IDCON also provided a licensed Condition Monitoring Standards and keyword database - a collection of over 100 condition monitoring instructions for operations, craftspeople, and engineering to use as field manuals for preventive maintenance.

### Results & Achievements



**Tracking Process:** Implemented a detailed RCPE tracking process with defined action steps, improving consistency and accountability.



**Refresher Courses:** Conducted two additional 5-day RCPE training sessions over 10 years, reinforcing team skills and sustaining program success.



**Measurable Results:** Achieved measurable results, including reduced unscheduled downtime and fewer repeat events.



**Maintenance Program Improvement:** Established a structured RCPE investigation system with clear triggers (safety, environmental, >180 min downtime) and a four-step SharePoint workflow: Open → In Progress → Under Review → Closed.

### Key Facts:

**Industry:** Manufacturing

**Region:** North Carolina, US

### Products Used:

RCPE Training and CMS

- Huber has experienced a reduction in unscheduled downtime and repeat events
- Engaged two additional 5-day RCPE training sessions over the past 10 years as a team refresher for continued success
- Huber built a tracking process for RCPEs carried out which details the necessary action steps depending on the situation

**2.5%  
reduction**

*in unscheduled downtime  
since implementation*



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