



**SCANDINAVIAN ACADEMY**  
For Training and Development

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# Course: Process Plant Troubleshooting & Engineering Problem Solving

Code	City	hotel	Start	End	price	Hours
545	Zurich (Switzerland)	Hotel Meeting Room	2024-10-14	2024-10-18	5950 €	25

## Why Choose this Course?

This course is a must if your company's goals include reducing costs and preserving the lives of your employees because it delivers a wide range of pro-active, efficient troubleshooting skills. It has been proven that technical competence alone is no longer enough to ensure consistent operational performance. Excellent troubleshooting skills are considered a core competency for 'Best-in-Class' modern industrial companies. In the competitive world that we are living in, it is essential that we optimize our efforts to secure the desired outcomes, and this course will equip the delegate with the basic tools and understanding to make that happen.

### This course will feature:

- The understanding of terminologies; tools and techniques
- Apply a standard "Blue-Print" for problem analysis and resolution
- How to utilize Maturity Indexing; Planning; and Protocols
- Useful Case Studies; Exercises and Analysis
- Learning the "Human Factors" as a Source of Error

## What are the Goals?

### By the end of this course, participants will be able to:

- Appreciate the difference and consequences between pro-active and reactive



problem solving

- Develop a structured approach to troubleshooting and problem solving
- Understand continuous improvement in the way you run your processes
- Implement teamwork and leadership principles; support and cooperation practices
- Understand work practices which “allow” success in troubleshooting and problem solving

## Who is this Course for?

**This course is suitable to a wide range of professionals but will greatly benefit:**

- Employees who are responsible for leading and directing people to achieve and improve productivity levels
- Those faced with the challenge of solving plant related problems
- Production, Maintenance Engineering and Process Engineering personnel
- Supervisors who are involved in the Operations / Maintenance function
- Planners, Coordinators, Engineers and Technologists

## How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a facilitative style with a combination of lecture, practical experience in the use of techniques, case studies and a high level of lively debate and sharing of ideas. Delegates will be encouraged to introduce problems of their own for discussion and analysis.

## The Course Content

### Day One



## **Introductory Concepts**

- Defining the nature of problems
- Utilising a Common Terminology
- Techniques introduction
- Tools introduction
- Levels of Performance Standard
- Critical Relationships

## **Day Two**

### **Tools & Techniques - Practical Experience**

- Application of Decision Logic
- Practical Maturity Indexing
- Relationships Analysis
- Problem Analysis and Synthesis
- Practical Use of Tools and Techniques
- Project selection methods

## **Day Three**

### **People Issues**

- Working practices - empowerment or impairment?
- Group dynamics
- Individual motivators: External vs. Internal Motivation
- Developing Leadership Competence
- Managing change via the Transition Matrix



## **Day Four**

### **Operator, Maintainer, Designer Interface**

- Cross functional problem solving
- Development of Maintenance strategy
- Life Cycle Analysis, Design for Operation, Design for Maintenance
- Variability Analysis
- Strategies; Planning; and Protocols
- Effect of improved “Fit” between critical parameters in Operations

## **Day Five**

### **Open Forum**

- Concepts, Tools and Techniques applied to problems
- Configuration Management
- Commercial Programs
- The Critical stages of Data Maturity
- Case Studies and Action Plans
- Wrap up



**The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:**

• **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

• **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

• **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

• **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

• **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

• **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

• **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

• **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

• **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

• **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.