SCANDINAVIAN ACADEMY
For Training and Development

Course: Process Troubleshooting and Problem Analyze and Solving

Code	City	Hotel	Start	End	Price	Language - Hours
262	Munich (Germany)	Hotel Meeting Room	2024-11-25	2024-11-29	5950 €	En - 25

INTRODUCTION

Excellent Troubleshooting skills are considered a core competency for `Best-in-Class` industrial companies. If your company's goals include minimizing downtime then this workshop is a must because it delivers rapid, safe Troubleshooting.

Objective

Considers a wide range of information and factors; generates and evaluates alternatives; grasps complexities and perceives relationships among problems or issues; makes timely, sound judgments.

- Applies appropriate knowledge and cross-functional resources in addressing issues.
- Considers alternatives and chooses the best, workable solution (i.e., considers pros and cons, trade-offs, timing, available resources).
- Make effective decisions by balances analysis with decisiveness.
- Fully understand problems by gathers relevant information.
- Integrates information from a variety of sources to arrive at optimal solutions.
- Applies accurate logic to facts; detects inaccuracies or flaws in reasoning.
- Create alternative ideas & innovative thinking.

PROGRAMME OBJECTIVES

- focus on how to become a `Top Gun` Troubleshooter
- develop a structured approach to Troubleshooting and Problem Solving which uses a common terminology and shared understanding
- point the way to Continuous Improvement in the way you run your processes and make incremental efficiency gains
- understand the difference between having a techniques manual on the bookshelf - and actually making it work
- identify the "motivated" people who should be the champions of Troubleshooting and Problem Solving - and who should just follow
- understand work practices which "allow" success in Troubleshooting and Problem Solving

TRAINING METHODOLOGY

The programme will be conducted in 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. Copies of all lecture materials, case studies and workbooks will be provided.

PROGRAMME OUTLINE

DAY 1 - Concepts

- The nature of process problems affecting performance
- Performance defined in terms of generic variables: Speed; Quality; and Cost
- Effort inputs in context - Asset based or Business Process based
- Structured approach - The Operations Process redefined
- Configuration; Operation; and Optimization
- Maturity Indexing: Planning; Control, Congruence, Empowerment
- 6 Big Losses, 7 Wastes

DAY 2 - Tools and Techniques - Practical Experience

- Interactive and Dynamic variable relationships analysis
- Techniques introduction
- Tools introduction
- Problem Analysis
- Practical Use of Tools and Techniques
- Case Studies
- Tools & Techniques - selecting the right one

DAY 3 - People Issues

- Working practices - empowerment or impairment?
- Group dynamics
- Individual motivators
- Developing Troubleshooting and Problem Solving skills
- Managing change

DAY 4 - Operator, Maintainer, Designer Interface

- Cross functional and Team working
- Introduction to the Theory of Inventive Problem Solving
- Auditing your process to a dynamic standard
- Effect of Maintenance/Operations strategy
- Development of Standards and Key Performance Indicators
- Life Cycle Costing, Design for Operation, Design for Maintenance

DAY 5 - Open Forum

- Revisit Concepts, Tools and Techniques
- Your Problems - Case Studies
- Your Action Plan

- 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.