



*Conference:*  
*Process Plant Troubleshooting & Engineering*  
*Problem Solving*

*21 - 25 April 2025*  
*Kuala Lumpur (Malaysia)*  
*Royale Chulan Kuala Lumpur*

## Conference: Process Plant Troubleshooting & Engineering Problem Solving

Conference code: CO8208 From: 21 - 25 April 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Conference Fees: 5775 € Euro

### Introduction

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

The following aspects will be addressed:

- Problem Solving Terminology
- Numerous Tools and Techniques
- A standard "Blue-Print" for problem analysis and resolution
- Strategies; Planning; and Protocols
- Variability Analysis
- "Human Factor" analysis as a Source of Error

### Objectives

- Understand how to become a 'Top Gun' Trouble-Shooter
- Develop a structured approach to Troubleshooting and Problem Solving which uses 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 technical 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

### Process

The program 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.

### Benefits

- Improved decision-making abilities
- Clarity of vision
- Understanding of Consequences Cause / Effect
- Improved Maturity
- A new sense of certainty and confidence
- Empowerment and a results-driven focus

## Results

- Improved Performance
- Informed decision-making
- Delegations and Productivity
- Focused activities
- Improved understanding of the maintenance process
- Elimination of Time-Wasting activities

## Outlines

### Day 1: Introductory Concepts

- The nature of problems
- A Common Terminology
- Context - Asset-based or Business Process-based
- Structured approaches - 6 Big Losses, 7 Wastes
- Techniques introduction
- Tools introduction
- A Six Level Performance Standard
- Critical Relationships

### Day 2: Tools & Techniques - Practical Experience

- Decision Logic
- Maturity Indexing
- Relationships Analysis
- Problem Analysis and Synthesis
- Practical Use of Tools and Techniques
- Case Studies
- Project selection methods
- Tools & Techniques - selecting the right one

#### Day 3: People Issues

- Working practices - empowerment or impairment?
- Group dynamics
- Individual motivators
- External vs. Internal Motivation
- Developing Troubleshooting and Problem-Solving skills
- Managing change
- Transition Matrix
- Fraction

#### Day 4: Operator, Maintainer, Designer Interface

- Cross-functional working
- Effect of Maintenance strategy
- Functional Contribution analysis
- Life Cycle Analysis, Design for Operation, Design for Maintenance
- Variability Analysis
- Strategies; Planning; and Protocols
- Effect of improved "Fit" between critical parameters in Operations

- Continuous Improvement

#### Day 5: Open Forum

- Review of Concepts, Tools, and Techniques
- Your Problems - Your Case Studies
- Your Action Plan
- Configuration Management
- Commercial Programs
- Application of "Standard Questions"
- The Four critical stages of Data Maturity
- Wrap up

## Registration form on the Conference: Process Plant Troubleshooting & Engineering Problem Solving

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Company Information

Company Name: .....  
 Address: .....  
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### Person Responsible for Training and Development

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