



*Training Course:  
Process Plant Troubleshooting & Engineering  
Problem Solving*

*24 - 28 November 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Process Plant Troubleshooting & Engineering Problem Solving

Training Course code: EN6035 From: 24 - 28 November 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 6500 € 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

Participants attending the program will:

- 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

### 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 Training Course: 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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Telephone / Mobile: .....

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### Company Information

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### Person Responsible for Training and Development

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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