



*Training Course:  
Process Troubleshooting, Problem Analyzing and  
Problem-solving*

*28 December 2026 - 1 January 2027  
Milan (Italy)*

## Training Course: Process Troubleshooting, Problem Analyzing and Problem-solving

Training Course code: PS6019 From: 28 December 2026 - 1 January 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

### 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.

### Course 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 the appropriate knowledge and cross-functional resources in addressing issues.
- Considers alternatives and chooses the best, workable solution i.e., considers the pros and cons, trade-offs, timing, available resources.
- Make effective decisions by balancing 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.

### Target Audience

This program is designed for:

- Maintenance engineers and technicians involved in troubleshooting and problem-solving activities.
- Operations and production engineers responsible for improving performance and minimizing downtime.
- Supervisors and team leaders working in industrial and manufacturing environments.
- Reliability, process, and quality engineers seeking to enhance analytical and troubleshooting skills.
- Technical professionals engaged in maintenance, operations, and continuous improvement initiatives.
- Managers and decision-makers responsible for operational efficiency and performance optimization.

### Course Outlines

#### 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 Teamworking
- 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

## Registration form on the Training Course: Process Troubleshooting, Problem Analyzing and Problem-solving

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
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### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
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place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
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