



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

*29 December 2019 - 2 January 2020  
Geneva (Switzerland)*

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

Training Course code: PS6019 From: 29 December 2019 - 2 January 2020 Venue: Geneva (Switzerland) - Training Course Fees: 5250 € 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 of Process Troubleshooting, Problem Analyzing, and Problem-solving

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.

### Course Methodology of Process Troubleshooting, Problem Analyzing, and Problem-solving

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.

### Course Outlines of Process Troubleshooting, Problem Analyzing, and Problem-solving

#### 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: .....  
Official E-Mail: .....

### 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  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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to: Global Horizon  
3 Oudai street, Aldouki,  
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