



Process Troubleshooting and Problem Solving



1 - 12 September 2024



Kuala Lumpur (Malaysia)

# Process Troubleshooting and Problem Solving

course code: C8153 From: 1 - 12 September 2024 Venue: Kuala Lumpur (Malaysia) - Royale chulan hotel course Fees: 4500 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.

## CONFERENCE 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

## CONFERENCE METHODOLOGY

The conference 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.

## CONFERENCE OUTLINE

### 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

### 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

### **People Issues**

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

### **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

### **Open Forum**

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

