Learning Topic: Troubleshooting (Maintenance).

Course Name: Process Troubleshooting & Problem Solving.

Reference Code : TEC 406

Description:

- Process Troubleshooting and Problem Solving is necessary because it delivers rapid, safe procedure to isolate the problem and thereby minimizing downtime .
- Excellent Troubleshooting skills are considered a core competency for 'Best-in-Class' industrial companies goals in minimizing maintenance costs and downtime as well as preserving the lives of your employees because it delivers a wide range of pro-active, efficient troubleshooting skills. It has been proven that technical competence alone is no longer enough to ensure consistent operational performance. Excellent troubleshooting skills are considered a core competency for 'Best-in-Class' modern industrial companies..
- The Process Troubleshooting and Problem Solving strategy follows a broad, holistic approach in order to address the complexities of the modern industrial environment.
- The Process moves from a "Reactive" (what went wrong?) approach to a "Pro-Active" (We have done everything we could. What else can go wrong?) focus. This is exactly what an organization striving for World Class performance standards does
- Many of the problem solving techniques and tools that will be applied are generic and principle based.

Course 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

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- 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

Programme Methodology:

- The programme will be conducted in a facilitative style with a combination of lecture, experience in the use of techniques, case studies and a high level of lively debate and sharing of ideas. Participants 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.
- Visual Presentations and video portions.
- Pretest and post test to evaluate knowledge increment.

Who Should attend?

- Supervisors who are involved in the operations function and who are responsible for leading and directing people to achieve and improve productivity levels
- Those faced with the challenge of actually using the various techniques of Troubleshooting and Problem Solving to reduce downtime and waste and improve run efficiencies will benefit
- It is of equal importance to Production, Maintenance Engineering and Process Engineering personnel

Course Outline:

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

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- 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 – Transition Matrix
- Leadership Attributes

Day 4 - Operator, Maintainer, Designer Interface

- Cross functional and Team working
- Introduction to the Theory of Inventive Problem Solving
- Auditing your process to a dynamic standard (Discussion session)
- 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
- Post test

Course Duration	Date	Venue	Course Fee
5 Days			

Time: 08:00 AM -03:00 PM   **Numbers of hours: 30** Hours