



Training Seminars & Conferences  
www.euromatech.com



An Intensive 5-Day Training Course



# Process Troubleshooting and Problem Solving

A Critical Aspect of World Class Operations

## PROGRAMME SUMMARY

This Process Troubleshooting and Problem-Solving training course covers the essential basic skills required for problem identification, analysis and resolution. This approach will allow the delegates to understand how to change the culture of the organization from "REACTIVE" to "PRO-ACTIVE". The advantages of moving towards World Class performance standards are undeniable in terms of Safety, Cost Reduction, Quality, and Increased Output.

Date	Venue	Fee(\$)
22 - 26 May 2022	Dubai	US\$ 4,950
04 - 08 Dec 2022	Dubai	US\$ 4,950

## INTRODUCTION

Excellent Troubleshooting skills are considered a core competency for 'Best-in-Class' industrial companies. If your company's goals include minimizing downtime, extending Asset Life and Safety, then this training course is a must because it delivers rapid, holistic Troubleshooting Skills enhancement.

The Process is the core of Operations! The Process Troubleshooting and Problem-Solving training course follows a broad approach in order to address the complexities of the modern industrial environment. Many of the problem-solving techniques and tools that will be taught are generic and principle-based. It is therefore an excellent training to attend if you are interested in advancing your career opportunities and to improve your self-confidence.

This EuroMaTech training course systematically 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.

Virtual learning service available



## TRAINING METHODOLOGY

The EuroMaTech training course 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.

## 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

## PROGRAMME OBJECTIVES

- Understand the post commissioning aspects of operations
- 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 enable consistent progress towards World Class performance standards

## In-house Training

EuroMaTech is capable of conducting this training programme exclusively for your delegates. Please e-mail us on [inhouse@euromatech.ae](mailto:inhouse@euromatech.ae) for further information and/or to receive a comprehensive proposal.



+971 50 196 6003

**Email Address:**  
[info@euromatech.ae](mailto:info@euromatech.ae)

**Website:**  
[www.euromatech.com](http://www.euromatech.com)

## QUALITY CERTIFICATIONS & ACCREDITATIONS



# COURSE OUTLINE



## Day 1

### Post Commissioning Activities

- Asset Classes – A holistic Analysis
- Pro-Active vs. Reactive Problem Solving
- Modelling of the Operational Process to simplify operations
- Single Task Performance measurement defined in terms of generic variables: Speed; Quality; and Cost
- Complexity and Complex Systems Performance measurement
- Pyramid of Excellence - The Operations Process redefined
- Configuration, Operation and Optimization
- Maturity Indexing: Planning; Control, Congruence, Empowerment
- A World Class Operations Case Study

## 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
- Tools & Techniques - selecting the right one

## Day 3

### People Issues – The Glue that holds everything together

- Risk Management
- 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 (TRIZ)
- 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

- Six Primary and Four Secondary Maintenance Tactics
- Outsourcing of Operational Functions
- Revisit Concepts, Tools and Techniques
- Your Problems - Case Studies
- Your Action Plan

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This fee is inclusive of instruction materials, documentation, lunch, coffee/tea breaks & snack. All Fees are subject to 5% Value Added Tax (VAT).\*

## Your Details

Name (Mr/Ms):.....  
Position:..... Organisation:.....  
Address:.....  
City / Country: .....  
Telephone: ..... Email: .....

## Mode Of Payment

- Please find enclosed a cheque made payable to EuroMaTech
- Please invoice me
- Please invoice my company as follows:

Contact Name: .....  
Company Name: .....  
Address:.....  
Email: .....

### Documentation

High Quality material has been prepared by the Seminar Leader for distribution to delegates.

### Certificates

A Certificate of Completion will be issued to those who attend & successfully complete the programme.

### Schedule

Our Course timings commences at 08:30 and concludes at 14:00, followed by lunch on a daily basis.

### Hotel Accommodation

EuroMaTech has negotiated special rates for a limited number of rooms in the hotel. Early registration will help to secure a room at the reduced rate.

### Registration & Payment

Please complete the registration form on this page & return it to us indicating your preferred mode of payment. For Further Information, email us at [info@euromatech.ae](mailto:info@euromatech.ae).

### Cancellation Policy

Request for seminar cancellation must be made in writing & received at EuroMaTech three weeks prior to the seminar date. A U.S.\$250/- processing fee will be charged per delegate for each cancellation. Thereafter, we regret that we are unable to refund any fees due, although in such cases we would be happy to welcome a colleague who would substitute for you.

### Disclaimer

EuroMaTech reserves the right to alter the content, location of the Seminar, or the identity of the speakers in case of events beyond our control.

### Contact Us:

#### Middle East Office:

P.O. Box 74693  
Dubai, United Arab Emirates  
Telephone: +971 4 4571 800  
Fax: +971 4 4571 801

#### Email Address:

[info@euromatech.ae](mailto:info@euromatech.ae)

#### Website:

[www.euromatech.com](http://www.euromatech.com)

\*VAT Announcement: The Government of UAE have introduced Value Added Tax (VAT) on goods and services from 01-January-2018. In compliance with the legislation issued by the UAE Government, we will be applying a 5% VAT on the fees for all our programs and services offered from January 2018 as applicable and stipulated in the FTA circulars.