

A Successful 3-Day In-house Training Course

Problem Solving and Decision Making Skills for Engineers and Technical Professional



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WHY CHOOSE THIS TRAINING COURSE?

This program has been designed to develop and establish the leadership potential of Engineers and Supervisors with regard to Problem Identification and Resolution. It will address the most BASIC (Must be in Place) issues of the operation, and then build on this foundation towards Excellence. Three core objectives of the Petro-Chemical Industry namely: Safety; Cost Reduction; and Extending the Operational Life of Plant and Equipment will be focused upon as standard. Furthermore the process industry is capital-intensive and is characterized by high risk and international competition. This means that Petro-Chemical companies need to be on the top of their game if they wish to survive and grow in these difficult times.

All companies make mistakes but World Class companies do not repeat their mistakes. That is what sets them apart from the rest and allow them to grow to a predetermined strategy. This course is designed to enable companies to distribute their learning process throughout the organization and retain competence.

This course will feature:

- Application of the “Pyramid of Excellence” in Operations
- Establishing a Generic Standard for Performance Measurement
- Performance and Productivity Modeling
- Organizational Maturity Indexing; Planning; and Protocols
- Effective Decision making and Problem Solving
- Designing your own unique operational audit for excellence

WHAT ARE THE GOALS?

By the end of this course, participants will be able to:

- Appreciate the difference and consequences between pro-active and reactive problem solving
- Systematically plan their route towards World Class Performance standards
- Understand Continuous Improvement in the way you run your processes and make incremental, sustainable efficiency gains
- Implement Team work principles; support and cooperation practices
- Develop a structured approach to Troubleshooting and Problem Solving which uses a common terminology and shared understanding
- Understand which work practices “support” success in Troubleshooting and Problem Solving

WHO IS THIS TRAINING COURSE FOR?

This course is suitable to a wide range of professionals but will greatly benefit:

- Supervisors who are involved in the Operations / Maintenance function
- Engineers who are responsible for leading and directing people to achieve and improve productivity levels
- Planners; Schedulers and Coordinators
- Those faced with the challenge of actually using the various techniques of Troubleshooting and Problem Solving to reduce downtime, waste and improving operating efficiencies
- It is of equal importance to Production, Maintenance Engineering and Process Engineering personnel

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This course will utilize a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a facilitative style with a combination of lecture, practical experience in the use of modeling 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.

Daily Topics

DAY ONE

Introductory Concepts

- Problem Identification and Definition Session
- Defining the Pyramid of Excellence
- Utilizing a Common Terminology
- Modeling and Techniques introduction
- The Six Level Performance Standard
- Critical Relationships Application of Decision Logic
- Practical Maturity Indexing

DAY TWO

Tools & Techniques – Practical Experience

- Relationships Analysis
- Problem Analysis and Synthesis
- Practical Use of Tools and Techniques
- Maintenance Tactic selection methods
- Working practices – empowerment or impairment?
- Group dynamics
- Individual motivators
- External vs. Internal Motivation
- Managing change via the Transition Matrix
- Leadership Attributes

DAY THREE

Problem Solving Facilitation

- Cross functional team problem solving
- Development of Maintenance strategy
- Life Cycle Analysis, Design for Operation, Design for Maintenance
- Variability Analysis
- Strategies; Planning; and Protocols
- Effect of improved “Fit” between critical parameters in Operations
- Quick-Start Techniques

Quality Certifications

ISO 29990 : 2010 Certified






ISO 9001: 2015 Certified



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