



An Intensive 5 Day Training Course

# Failure Mode Effect and Criticality Analysis (FMECA) Facilitator Skills Training

Raising the Level of Learning in your FMECA Sessions

15 - 19 Dec 2019, Dubai



ISO 29990 : 2010 Certified



ISO 9001: 2015 Certified



This course is Designed, Developed, and will be Delivered under  
**ISO Quality Standards**

# Failure Mode Effect and Criticality Analysis (FMECA) Facilitator Skills Training

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## WHY CHOOSE THIS TRAINING COURSE?

This highly-interactive PetroKnowledge training course will focus on the essential skills for a FMECA facilitator, supported by tailor-made exercises and constructive personal feedback. This intensive training course will also enable you to organize and represent the FMECA process in your company, explain every aspect of the FMECA method, and guide the process of gathering and verifying information in the FMECA and pursue agreement.

Asset Management nowadays has to meet a broad range of business and SHE objectives of the company and therefore requires a multidisciplinary approach. FMECA, failure mode effect and criticality analysis, is a practical instrument to analyze and compile all these aspects in one overview which is comprehensible for all people involved in the asset management process, including those on the shop floor.

However, a FMECA facilitation is a complex task. One needs to understand the system with its functions on a conceptual level and must understand the explanations of experts about failures, preventive measures and operational procedures. The facilitator should know everything about the principles of failure mode, effect and criticality analysis as well as the specific tools and templates which are used in the company.

Critical to success is a facilitator who is aware of the group dynamics during the FMECA sessions. The facilitator must be able to switch roles between attention to people, process and technical complex content.

This training course will highlight:

- The FMECA principles, methods, templates and process (also Root Cause Analysis, Reliability Centered Maintenance)
- Theory: the analytical basis of 'FMECA thinking' – risk, functions, norms, causality, risks, criticality, preventive and corrective actions
- The characteristics of FMECA data gathering: facts, level of detail, use of language in multidisciplinary teams
- The dynamics in multidisciplinary teams and thinking preferences
- Facilitator skills as systematic questioning, listening, recapitulating, dealing with frustrations, managing the process, flexible workflow, keep in control and delegate whenever possible

## WHAT ARE THE GOALS?

The FMECA facilitator training course focuses on a thorough and highly customized FMECA tool in which valuable information is gathered based on the full support of the FMECA team, accomplished by the professional skills of the facilitator.

By the end of this training course, participants will:

- Know and understand the FMECA and related methods in use in the company
- Know how to organize the FMECA process and involve participants
- Be able to present and explain the FMECA tools and software
- Be able to do systematic questioning and judge information
- Be able to validate the FMECA results with an expert group

## WHO IS THIS TRAINING COURSE FOR?

This PetroKnowledge training course is suitable and will be greatly beneficial for you if:

- You work in in the field of Maintenance, Operations or SHE/ quality as a facilitator or team leader
- You are familiar with, or willing to learn the process of asset management and the tools in use
- You love to work with people and get the best out of them.
- You feel the need to improve yourself in motivating teams and analyzing detailed information



## HOW WILL THIS TRAINING COURSE BE PRESENTED?

Participants to this training course will share mutual insights and feedback, therefore the group is limited to a max of 6 participants per trainer. The participants receive a thorough training on the subjects covered by the seminar outline, with a combination of theory, practical examples, many exercises and application on issues from their own work environment. Besides training manual, participants will receive additional materials like process cards, work sheets, case descriptions, sample solutions, etc.

## ORGANISATIONAL IMPACT

By attending this PetroKnowledge training course, your organization will get sustainable results:

- The strategic, technical and process expertise and practical knowledge and experience will be joined and registered in a professional way
- The organisation of FMECA sessions will be smooth and embedded in regulated processes
- A skilled facilitator will prepare, organize, lead and evaluate with only one focus: to join the knowledge and experience of your experts
- The FMECA sessions will be more satisfying and successful
- A skilled facilitator will understand the needs of all participants and reach for widespread support
- Improving the FMECA processes and formats by learning from the practice of other participants

## PERSONAL IMPACT

By attending this PetroKnowledge training course, the participants will:

- Understand the increasing importance of knowledge management and the use of FMECA tools
- Understand the huge importance of the cooperation with the problem owner, all involved experts and his or her role as a facilitator
- Learn about their own pitfalls while discussing technical issues, working in multidisciplinary teams and how important it is to stay away from content involvement
- Be skilled to prepare, organize, lead the process and evaluate FMECA sessions
- Be skilled to manage a multidisciplinary teams and respect everyone in his or her strength
- Be skilled to reach for consensus, manage disagreement and use a proven shared language
- Significantly improve their personal effectiveness and boost their future career opportunities



## DAILY AGENDA

### Day One: Introduction to Facilitation Skills

- Introduction to the program
- Introduction in the key roles of a facilitator
- Start case FMECA (problem solving)
- Theory communication process model and skills (feedback)
- Theory and exercises in asking questions
- Exercises in problem solving in an expert team

### Day Two: The Basics of the FMECA Method

- FMECA process and template – all aspects
- Theory ordering information in FMECA (analytical grammar)
- Theory presentation skills (part 1)
- FMECA introduction case
- Theory and exercises in asking questions
- How to make teaches to foster the FMECA process

### Day Three: Introduce and Teach your own FMECA Process

- Theory Thinking Preferences Ned Herrmann and De Bono
- Theory presentation skills (part 2)
- Presentations and teaches of participants (feedback sessions)
- FMECA case (2)
- Exercises with reluctant behavior
- Preparation of new presentations and teaches

### Day Four: Judge Information and Quality of FMECA

- Theory of stakeholder management and networking
- Exercise inventory of stakeholders and how to approach
- Case: Challenge the FMECA (and FMECA's of participants) focus on decision making
- Theory motivation factors for participants
- Presentation of participants FMECA's (feedback session)
- Theory implementation and project management

### Day Five: Promoting FMECA Results

- Overall learning personal points and feedback
- All presentations and feedback
- During presentations exercises based on the learning points
- Celebrate success
- Evaluation and closure of training

## QUALITY CERTIFICATION

ISO 29990 : 2010 Certified

Recognised Provider

ISO 9001: 2015 Certified

American Welding Society  
EDUCATIONAL INSTITUTION MEMBER

Member of  
DWAQO  
Clear, Concise, Cost-Effective, Compliant

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✓	DATE	VENUE	FEE(\$)
	15 - 19 Dec 2019	Dubai - UAE	4,950

*This fee is inclusive of Documentation, Lunch and Refreshments*

Please use **BLOCK CAPITALS** to fill in this form. It is important that you read carefully through all information before starting to complete the form.

## REGISTRATION DETAILS

**Family Name:** \_\_\_\_\_ **First Name (Mr./Ms.):** \_\_\_\_\_  
**Position:** \_\_\_\_\_ **Company:** \_\_\_\_\_  
**Mailing Address:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **Email:** \_\_\_\_\_

## AUTHORISATION

**Authorisation By:** \_\_\_\_\_  
**Position:** \_\_\_\_\_ **Company:** \_\_\_\_\_  
**Mailing Address:** \_\_\_\_\_  
**Telephone:** \_\_\_\_\_ **Mobile:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **Email:** \_\_\_\_\_

## IN-HOUSE TRAINING

Maximize your training budget and have several members of your staff, who require specific training, to attend with the advantage of not incurring additional travel costs when attending a 'public' training courses & seminars.

Would you like a PetroKnowledge training course delivered at a time or location to suit you? Would you like PetroKnowledge to tailor a course from our comprehensive library of programmes? Or would you like us to create an entirely new, bespoke course to suit the exact needs of your organisation?

Working in partnership with our clients, PetroKnowledge provides an enjoyable, creative learning experience that enables participants to develop their skills and knowledge. We can deliver not only generic, off-the-shelf courses from our extensive learning portfolio, but we can provide tailored as well as bespoke learning on any aspect of skill development or knowledge. Our in-house courses are conducted by the same expert trainers who conduct PetroKnowledge public courses so you can be assured they will fulfill the learning objective of any organisation



## BOOKING TERMS & CONDITIONS

### Booking

- Bookings for courses can be made via our website (petroknowledge.com) or by contacting our Registration Desk on +971 2 5577389 or at reg@petroknowledge.com
- For on-line bookings, please select the course that you require and click on the "Register Now" button, following the instructions step by step
- Upon receipt of booking in order, enrollment on the respective training course will be confirmed by Registration Team with all necessary documentation

### Invoicing and Payment

- Our fees include course presentation, relevant materials, physical & digital documentation, lunch and refreshments served during entire training. Accommodation charges are not included in the course fees
- Course fees are payable upon booking unless a valid, authorized Purchase Order is provided and accepted
- Invoices will be sent via email/courier to the ID/name and address provided
- We prefer to have the fees payment in our account before the start of training course. However, if your company has a different payment policy, the same should inform us in advance
- The currency of fees is in US Dollars (USD). Payments can be made in USD or UAE local currency AED (Arab Emirates Dirhams) either by Bank Transfer or by Credit Card. Our Bank Account details will be provided on the Invoice
- Please note that we do accept payment by cash, in USD or AED, only for the last minute bookings

### Cancellation of Courses

- It may be necessary for PetroKnowledge to amend or cancel any course, course times, instructors, dates or published fees due to unforeseen circumstances and we reserve the right for such changes
- Any amendments will be advised before the course start date and any bookings already paid in full will not be subject to increased fees

### Cancellation by Client

- Once you have completed your booking, received your confirmation of enrollment and a dated payment Invoice, you are deemed to have a contract with PetroKnowledge. You reserve the right to cancel this contract given the below terms
- All cancellations must be received in writing at reg@petroknowledge.com and info@petroknowledge.com at least 14 days prior to the training
- After the cancellation period has expired, consideration may be given, on a case to case basis, if a registered delegate nominates a substitute on the same course, shifts to next session of the course or moves to a new course
- For a cancellation request made on or before the statutory 14 day cancellation period, a refund may be given or a credit note issued which can be used against future course fees
- A 25% administration fee (of the total course fee at the time of booking) will be charged for any cancellations made outside of the statutory cancellation period

### Attendance Certificate

- The daily course schedule should be accurately followed to ensure undeterred implementation of our training
- All delegates, who participated in their course throughout, will receive the Certificate of Completion on the last day
- Please report any foreseeable absences to a PetroKnowledge representative or to your sponsors directly
- An absence of three (3) or more sessions of the course will invalidate your eligibility for the Certificate of Completion

### OFFICES:

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