MERCURY

Process Troubleshooting and Problem-Solving Training Course

31 January – 4 February 2027
Kuala Lumpur (Malaysia)



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Process Troubleshooting and Problem-Solving Training Course

Ref: 6019_1084466 **Date:** 31 January – 4 February 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction:

Excellent troubleshooting skills are considered a core competency for Best-in-Class industrial companies. Suppose your company's goals include minimizing downtime. In that case, this troubleshooting training course is a must because it delivers rapid, safe troubleshooting training and enhances the troubleshooting experience.

Effective problem-solving requires understanding the right tools and techniques. In this troubleshooting and problem-solving course, participants will delve into the nuances of technical problem-solving, learning to select and apply the most appropriate methods for different types of problems. This troubleshooting certification aims to empower attendees with the troubleshooting skills necessary for precise and swift problem resolution.

In this troubleshooting and problem-solving course, we focus on the operator, maintainer, and designer interface to enhance the troubleshooting skills of professionals. The interactions between these roles are critical in identifying and solving technical issues efficiently. This troubleshooting course will cover cross-functional teamwork and the importance of cohesive strategies in maximizing the troubleshooting experience.

Upon completion of the troubleshooting and problem-solving course, participants may receive a troubleshooting certification, reflecting their enhanced problem-solving skills and troubleshooting expertise. This achievement will not only signify your capability in problem-solving but also act as a stepping stone toward continuous improvement in your professional journey.

Targeted Groups:

- This troubleshooting and problem-solving course is for employees who are responsible for leading and directing people to achieve and improve productivity levels.
- This troubleshooting and problem-solving course is for those faced with the challenge of solving problems.
- Production, Maintenance Engineering, and Process Engineering Personnel.
- Supervisors who are involved in the Operations / Maintenance function.
- Planners, Coordinators, Engineers, and Technologists.

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Course Objective:

At the end of this troubleshooting training, participants will be able to:

- Apply appropriate knowledge and cross-functional resources in addressing issues.
- Consider alternatives and choose the best, workable solution i.e., consider the pros and cons, trade-offs, timing, and available resources.
- Make effective decisions by balancing analysis with decisiveness.
- Understand problems by gathering relevant information.
- Integrate information from a variety of sources to arrive at optimal solutions.
- Apply accurate logic to facts and detect inaccuracies or flaws in reasoning.
- Create alternative ideas and innovative thinking.
- Focus on how to become a Top Gun troubleshooter.
- Develop a structured approach to troubleshooting and problem-solving that uses 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 making it work.
- Identify the motivated people who should be the champions of troubleshooting and problem-solving - and who should follow.
- Understand work practices that allow success in troubleshooting and problem-solving.

Targeted Competencies:

- Analytical thinking.
- Problem-solving.
- Decision making.
- Change management.

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Course Content:

Unit 1: Concepts:

- Understand the nature of process problems affecting performance.
- Performance is 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 is redefined.
- What configuration, operation, and optimization are.
- Learn about maturity indexing: Planning, control, congruence, and empowerment.
- 6 Big losses, 7 wastes.

Unit 2: Tools and Techniques:

- Understand interactive and dynamic variable relationships analysis.
- Technique introduction.
- Tools introduction.
- Problem analysis.
- How do you use tools and techniques?
- What are tools and techniques, and how do you select the right one?

Unit 3: People Issues:

- Working practices - empowerment or impairment?
- Group dynamics.
- Individual motivators.
- Develop troubleshooting and problem-solving skills.
- Manage change.

Unit 4: Operator, Maintainer, and Designer Interface:

- Cross-functional and teamwork.
- Overview introduction to the theory of inventive problem-solving.
- Audit your process to a dynamic standard.
- Effect of maintenance/operations strategy.
- Develop standards and key performance indicators.
- Learn about life cycle costing, design for operation, and design for maintenance.

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Unit 5: Open Forum:

- Concepts, tools, and techniques applied to problems.
- Configuration management.
- Commercial programs.
- Understand the critical stages of data maturity.
- Learn about case studies and action plans.