

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

# Course: Process Troubleshooting and Problem Analyze and Solving

| Code | City | hotel | Start | End | price | Language - Hours |
|---|---|---|---|---|---|---|
| MA-262SA | Riyadh | Hotel Meeting Room | 2027-01-31 | 2027-02-04 | 12950 SR | En - 25 |

## INTRODUCTION

Excellent Troubleshooting skills are considered a core competency for `Best-in-Class` industrial companies. If your company’s goals include minimizing downtime then this workshop is a must because it delivers rapid, safe Troubleshooting.

## Objective

Considers a wide range of information and factors; generates and evaluates alternatives; grasps complexities and perceives relationships among problems or issues; makes timely, sound judgments.

- Applies appropriate knowledge and cross-functional resources in addressing issues.
- Considers alternatives and chooses the best, workable solution (i.e., considers pros and cons, trade-offs, timing, available resources).
- Make effective decisions by balances analysis with decisiveness.
- Fully understand problems by gathers relevant information.
- Integrates information from a variety of sources to arrive at optimal solutions.
- Applies accurate logic to facts; detects inaccuracies or flaws in reasoning.
- Create alternative ideas & innovative thinking.

## PROGRAMME 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
- 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

## TRAINING METHODOLOGY

The programme 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.

## PROGRAMME 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
- 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

**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
- 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
- Your Action Plan
- Wrap up

**The Scandinavian Academy for Training Center** adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

**Program Timings:  9:00 AM to 2:00 PM**

**The program includes:**

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

# Our Success Partners

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