

**Training Title**

**ADVANCED OPERATIONAL & TROUBLESHOOTING SKILLS**

**Training Duration**

**5 days**

**Training Venue and Dates**

REF	Advanced Operational &		22-26		Istanbul,
RM046	Troubleshooting Skills	5	September 2025	\$6,000	Turkey

In any 4 or 5-Star hotel. The exact venue will be intimated once finalized.

**Training Fees**

\$6,000 per participant for Public Training. Fees Includes Course Materials/Handouts, Tea/Coffee, refreshments, Lunch.

**Training Certificate**

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

**TRAINING DESCRIPTION**

The course has been designed for use best practices in production management, maintenance strategies and process technologies to reducing costs, assets, production loss or load down and preserving the lives of your employees because it delivers a wide range of pro-active, efficient troubleshooting skills. It has been proven that technical competence alone is no longer enough to ensure consistent operational performance.

Excellent troubleshooting skills are considered a core competency for 'Best-in-Class' modern industrial companies. In the competitive world that we are living in, it is essential that we optimize our efforts to secure the desired outcomes,

This course will equip the delegate with the basic tools and understanding to make that happen with different applicable scenarios in plant.

**TRAINING OBJECTIVE**

Participants attending the programme will:

- The understanding of terminologies; tools and techniques
- Developed structured approach to troubleshooting and problem solving
- Ensure the components of plant problem solving as well as various troubleshooting techniques on engineering problem solving
- Utilize Maturity Indexing; Planning; and Protocols
- Apply method of risk analysis practically HAZOP in process trouble shooting
- The useful Case Studies; Exercises and Analysis

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- Learning the “Human Factors” as a Source of Error

### **TRAINING METHODOLOGY:**

This training program is lecture-based and customized to the needs of the audience, providing meaningful experience for personnel that work in petroleum plants.

Daily sessions include formal presentation, prepared in the Power Point, interspersed with directed discussions and case study.

In addition to formal lectures and discussions, the delegates will learn by active participation through the use of problem solving exercises, group discussions, analysis of real-life case studies etc. All attendees receive a course manual as a reference.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work& Practical Exercises
- 20% Videos& General Discussions

### **WHO SHOULD ATTEND?**

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

- Managers , heads , supervisor who involved in operation function and leading & directing people to achieve and improve productivity levels
- Those faced with the challenge of solving plant related problems
- Production, Maintenance Engineering and Process Engineering personnel
- Supervisors who are involved in the Operations / Maintenance function

### **COURSE OUTLINE**

**Day 1 – Introduction – common terminology and level of performance**

- Defining the nature of problems
- Utilizing a Common Terminology
- Techniques & Tools introduction
- Levels of Performance Standard
- Application of Decision Logic

**Day 2 – Problem analysis and synthesis and engineering techniques for solving**

- Practical Maturity Indexing
- Relationships Analysis
- Problem Analysis and Synthesis
- Case Studies

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### Day 3 – Case study and leadership competence

- Apply risk assessment practically HAZOP techniques for troubleshooting & engineering problem solving
- Pro-Active & Re-active indicators
- Case Study & Exercise and analysis
- Managing Change
- Operator , Maintainer , Designer interface
- Effect of maintenance strategy
- Function analysis
- Your problems- Case studies

### Day 4 - Competencies and strategies

- Individual motivators: External vs. Internal Motivation
- Developing Leadership Competence
- Strategies; Planning; and Protocols
- Learning the “Human Factors” as a Source of Error

#### NOTE:

**Pre & Post Tests will be conducted**

**Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.**

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P.O BOX 45304  
ABU DHABI, U.A.E

T +971 2 6264455  
F +971 2 6275344

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