

Process Plant Troubleshooting

Description

Quality manufacturing performance requires a workforce skilled enough to monitor operations effectively and handle deviations before they turn into major incidents. In the past, sites relied on senior employees to take the lead in resolving process upsets, but turnover and workforce change have reduced the average level of experience in most plants. Additionally, improved reliability and technology advances have resulted in fewer chances to practice the skills needed for effective troubleshooting.

The focus of our training is practical mastery. To ensure sound operating fundamentals, we review process monitoring techniques as well as how troubleshooting fits into a regulated environment. We teach a basic troubleshooting method and then practice it on a series of increasingly challenging scenarios on the Simtronics DSS-100 Process Simulator. Evaluation of personal strengths and weaknesses in applied process troubleshooting is also included.

To support the new skills, we provide a set of job aids suitable for use in the production suites. We also teach front-line managers how to coach their team in troubleshooting. Finally, we provide tips for successful program implementation.

Objectives

- Introduce a practical, easy-to-use troubleshooting method and provide practice in applying it to plant problems on a process simulator.
- Provide skills necessary to monitor the performance of a 24/7 process plant, recognize deviations as they occur, and respond quickly and effectively.
- Develop an understanding of the critical factors that impact individual troubleshooting performance, and how to recognize them when they occur.
- Verify mastery of critical skills and provide coaching points to support their successful use.

Methods

Methods used to achieve objectives are:

- Data collection/analysis of site troubleshooting performance and history
- Training sessions including instructor-led group activities, interactive lecture, individual coaching, and practice in process troubleshooting on the Simtronics DSS-100 Process Simulator
- Coaching points for managers to facilitate successful use of newly acquired skills

Goals

At Plant Leadership Systems, our goal is to provide you with training solutions designed to meet your specific organizational needs, in an energized and supportive environment.

To ensure the time you spend with us is valuable, we combine essential skills with real-world problems and scenarios to help participants develop practical mastery needed in their specific work environment.

Training Outline

Module 1: Recognizing and Managing Process Deviations

- Process Observation Skills
- Situational Awareness
- Managing Process Deviations

Module 2: Process Troubleshooting Method

- Defining the Problem
- Identifying Possible Causes
- Determining a Course of Action
- Considering the Consequences
- Take Action

Module 3: Troubleshooting Practice

- Practice troubleshooting on the Simtronics DSS-100 Process Simulator

Module 4: Understanding Personal Skills in Problem Solving

- Understanding Personal Strengths
- Impact of Stress
- Common Errors in Troubleshooting and How to Avoid Them