

# Process Plant Troubleshooting

## Description

Safe and profitable performance requires a workforce skilled enough to monitor operations effectively and handle the inevitable upsets before they turn into major incidents. Any shift team can solve problems more quickly with mastery of right skills. In the past, sites have relied on senior employees to take the lead in resolving unit upsets, but turnover and workforce change have reduced the average level of experience in most plants. Additionally, improved reliability has resulted in fewer chances to practice the skills needed for effective troubleshooting.

Few plant training departments are resourced to fully meet needs on their own—supervisors and other staff must be actively engaged in training and development to achieve required levels of workforce performance. This workshop introduces necessary skills and practical methods required to help establish effective training practices or improve existing programs.

## 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

