AMERICAN GLOBAL INSTITUTE
FOR PRIVATE TRAINING

External Training Course

Supervisory Masterclass: Advanced Technical Practices for Fuel Stations

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From 08 Sep. To 12 Oct. 2025
From 06 Oct. To 10 Oct. 2025
From 24 Nov. To 28 Nov. 2025
From 08 Dec. To 12 Dec. 2025

Hallmark Hotel & Spa Istanbul
Istanbul, Turkey

Mr. Ghanem F. Al-Otaibi
GM & Institute Owner
Tel.: 00965 22248901 **Fax: 00965 22204999**
Mob.: 00965 65548855 **Mob.: 00965 97273712**
Email: admin@agi-kw.com **Email: agi-kw@hotmail.com**
W/SITE: WWW.AGI-KW.COM

American Global
Institute For Private Training

Tel. 00965 - 22248901
Mob. 00965 - 65548855
Email admin@agi-kw.com
W/Site www.agi-kw.com

External Training Course:

Supervisory Masterclass: Advanced Technical Practices for Fuel Stations

From 08 Sep. To 12 Oct. 2025 **Fees: 1750 KD**
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Course Overview:

This intensive 5-day program empowers participants with advanced supervisory skills, technical mastery, and operational excellence. Using data analysis, automation, diagnostics, and structured problem-solving, supervisors learn to manage stations efficiently while reducing risks, improving performance, and achieving operational excellence.

Course Objectives:

By the end of the course, participants will be able to:

- Lead fuel station teams with technical authority and operational confidence.
- Apply data-driven insights to optimize station performance.
- Utilize automation and digital monitoring systems effectively.
- Diagnose and solve operational issues proactively.
- Implement advanced operational standards for safety, compliance, and efficiency.

Training Methodology:

Interactive lectures and technical demonstrations.

Hands-on exercises with real operational data.

Troubleshooting simulations and case studies.

Group problem-solving workshops.

Industry best practice analysis and practical applications.

Organizational Impact:

Increased operational efficiency and reliability.

Improved safety compliance and risk management.

Enhanced data-driven decision-making.

Optimized workflows and team coordination.

Personal Impact:

Strengthened supervisory and technical expertise.

Mastery of diagnostics, automation, and problem-solving.

Confidence in leading complex operational challenges.

Course Content & Outline:

Day 1: Foundations of Fuel Station Operations

- Types of fuel stations: Retail, Industrial, and Distribution.
- Fuel storage, transfer, and dispensing systems.
- Key performance indicators (KPIs) for operational excellence.
- Safety protocols and regulatory compliance.
- Environmental management and spill prevention.
- Introduction to control room operations and monitoring tools.
- Fuel quality testing and assurance.
- Workflow optimization and operational efficiency.

Day 2: Supervisory Functions & Operational Control

- Core responsibilities of fuel station supervisors.
- Effective communication in technical environments.
- Conflict management and issue resolution in operations.
- Delegation of tasks and accountability measures.
- Preparing and presenting operational reports (daily, weekly, monthly).
- Handling critical incidents under pressure.
- Workforce performance monitoring and compliance tracking.
- Coordination with maintenance, logistics, and safety functions.

Day 3: Data Analysis, Diagnostics & Troubleshooting

- Methods of data collection and interpretation in station operations.
- Using data-driven insights for operational decisions.
- Diagnostic methods for mechanical, electrical, and instrumentation systems.
- Root cause analysis of operational failures.
- Preventive and predictive maintenance strategies.
- Troubleshooting pumps, tanks, meters, and automation systems.
- Incident investigation and corrective actions.
- Documentation of diagnostic findings for operational records.

Day 4: Automation & Technical Optimization

- Automated fuel dispensing technologies.
- SCADA and IoT integration in fuel station supervision.
- Real-time monitoring and alarm management.
- Optimization of inventory and fuel transfer operations.
- Improving energy efficiency through automation.
- Safety and compliance integration with digital systems.
- Industry case studies on automation practices.
- Designing workflow improvements using automation tools.

Day 5: Advanced Problem-Solving & Operational Excellence

- Structured methodologies for problem-solving (PDCA, 8D, DMAIC).
- Risk assessment frameworks in operational supervision.
- Continuous improvement techniques and benchmarking practices.
- Practical approaches to operational challenge resolution.
- Developing customized improvement plans for station performance.
- Case study analysis: global best practices in petroleum operations.
- Final review of course outcomes and key takeaways.
- Certification assessment and closing discussion.

Course Agenda (Bilingual A/E):

(1st Day) Agenda

8.30	9.00	Opening Remarks (30 Min.).
9.00	11.30	Discuss Course Major Points: • Foundations of Fuel Station Operations. • Supervisory Functions & Operational Control. • Data Analysis, Diagnostics & Troubleshooting. • Automation & Technical Optimization. • Advanced Problem-Solving & Operational Excellence.
11.30	12.00	Coffee Break
12.00	14.00	Foundations of Fuel Station Operations: • Types of fuel stations: Retail, Industrial, and Distribution. • Fuel storage, transfer, and dispensing systems. • Key performance indicators (KPIs) for operational excellence. • Safety protocols and regulatory compliance. • Environmental management and spill prevention. • Introduction to control room operations and monitoring tools. • Fuel quality testing and assurance. • Workflow optimization and operational efficiency.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(2nd Day) Agenda

9.00	11.30	Supervisory Functions & Operational Control: • Core responsibilities of fuel station supervisors. • Effective communication in technical environments. • Conflict management and issue resolution in operations. • Delegation of tasks and accountability measures.
11.30	12.00	Coffee Break
12.00	14.00	Supervisory Functions & Operational Control: • Preparing and presenting operational reports (daily, weekly, monthly). • Handling critical incidents under pressure. • Workforce performance monitoring and compliance tracking. • Coordination with maintenance, logistics, and safety functions.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(3rd Day) Agenda

9.00	11.30	Data Analysis, Diagnostics & Troubleshooting: • Methods of data collection and interpretation in station operations. • Using data-driven insights for operational decisions. • Diagnostic methods for mechanical, electrical, and instrumentation systems. • Root cause analysis of operational failures.
11.30	12.00	Coffee Break
12.00	14.00	Data Analysis, Diagnostics & Troubleshooting: • Preventive and predictive maintenance strategies. • Troubleshooting pumps, tanks, meters, and automation systems. • Incident investigation and corrective actions. • Documentation of diagnostic findings for operational records.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(4th Day) Agenda

9.00	11.30	Automation & Technical Optimization: • Automated fuel dispensing technologies. • SCADA and IoT integration in fuel station supervision. • Real-time monitoring and alarm management. • Optimization of inventory and fuel transfer operations.
11.30	12.00	Coffee Break
12.00	14.00	Automation & Technical Optimization: • Improving energy efficiency through automation. • Safety and compliance integration with digital systems. • Industry case studies on automation practices. • Designing workflow improvements using automation tools.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

(5th Day) Agenda

9.00	11.30	Advanced Problem-Solving & Operational Excellence: • Structured methodologies for problem-solving (PDCA, 8D, DMAIC). • Risk assessment frameworks in operational supervision. • Continuous improvement techniques and benchmarking practices. • Practical approaches to operational challenge resolution.
11.30	12.00	Coffee Break
12.00	14.00	Advanced Problem-Solving & Operational Excellence: • Developing customized improvement plans for station performance. • Case study analysis: global best practices in petroleum operations. • Final review of course outcomes and key takeaways. • Certification assessment and closing discussion.
14.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch