AMERICAN GLOBAL INSTITUTE FOR PRIVATE TRAINING

External Training Course

Next-Gen Production Excellence: Quality Control & Smart Troubleshooting

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From 29 Dec. 2025 To 02 Jan. 2026
From 26 Jan. 2026 To 30 Jan. 2026
From 09 Feb. 2026 To 13 Feb. 2026

InterContinental Wien by IHG
Vienna, Austria

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External Training Course:

Next-Gen Production Excellence: Quality Control & Smart Troubleshooting

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Course Overview

This comprehensive training program is designed to elevate operational performance by strengthening production quality control and smart troubleshooting capabilities. The course addresses the operational challenges faced in production and processing environments, focusing on process stability, quality compliance, and rapid response to deviations. Emphasis is placed on proactive operational control, early problem detection, structured troubleshooting, and sustainable operational excellence. The program bridges theory with real operational practices to ensure immediate workplace applicability.

Course Objectives

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

- Understand production quality concepts and their impact on downstream operations.
- Define and maintain operational limits and quality specifications.
- Monitor and control critical operating parameters affecting quality.
- Detect early warning signs of process instability.
- Apply systematic troubleshooting and root cause analysis techniques.
- Identify common operational errors leading to quality deterioration.
- Optimize operational practices to prevent recurring problems.
- Improve coordination between field activities and control room decisions.
- Enhance operational reliability, safety, and compliance.
- Support continuous improvement and operational excellence initiatives.

Target Audience

Production Operators involved in daily operations.
Field Operators responsible for monitoring and adjustments.
Control Room Operators managing process parameters and alarms.
Process Operators supporting treatment and separation systems.
Senior Operators and Shift Supervisors overseeing operations.
Technical personnel supporting production quality and performance.

Training Methodology

Instructor-led technical and operational sessions.

Detailed explanation of real operational scenarios.

Interactive discussions based on field experience.

Structured troubleshooting workshops.

Root cause analysis exercises.

Review of operational trends, alarms, and reports.

Knowledge-sharing and best-practice discussions.

Organizational Impact

Improved production quality consistency.

Enhanced process stability and operational reliability.

Reduced off-spec production and reprocessing.

Lower operational downtime and disruptions.

Optimized operating costs and resource utilization.

Standardized operational practices and stronger compliance.

Improved emergency response and upset management capability.

Personal Impact

Stronger technical understanding of production operations.

Enhanced troubleshooting and analytical skills.

Increased confidence in handling operational challenges.

Better awareness of safety, risks, and best practices.

Improved decision-making and operational judgment.

Professional growth and readiness for advanced responsibilities.

Greater contribution to team and organizational performance.

Course Content & Outline

Day 1 – Production Quality Fundamentals & Process Awareness

- Definition of production quality and operational excellence.
- Quality specifications, limits, and compliance requirements.
- Key quality indicators and monitoring techniques.
- Overview of production, treatment, and separation processes.
- Understanding process flow and operational dependencies.
- Impact of operating conditions on product quality.
- Role of operators in maintaining consistent quality.
- Introduction to process stability and operational discipline.

Day 2 – Process Parameters Control & Operational Stability

- Control of temperature, pressure, and flow rates.
- Importance of steady-state operations.
- Interface, level, and residence time management.
- Effects of feed quality and variability on performance.
- Common operational practices that destabilize processes.
- Preventive operational control techniques.
- Monitoring trends and recognizing abnormal behavior.
- Maintaining stable operations during load changes.

Day 3 – Operational Optimization & Quality Improvement

- Identifying sources of quality deterioration.
- Linking operational actions to quality outcomes.
- Process optimization techniques for better performance.
- Reducing losses, carryover, and reprocessing.
- Monitoring operational data and performance indicators.
- Interaction between operations, laboratory, and technical teams.
- Continuous improvement through operational feedback.
- Preventing repeat quality deviations.

Day 4 – Smart Troubleshooting & Process Upsets Handling

- Principles of smart and systematic troubleshooting.
- Differentiating symptoms, causes, and consequences.
- Root Cause Analysis (RCA) tools and methods.
- Handling common quality and process upsets.
- Managing abnormal operating conditions safely.
- Step-by-step corrective action planning.
- Decision-making under pressure.
- Learning from incidents and operational events.

Day 5 – Operational Excellence, Safety & Performance Sustainability

- Operational excellence principles in daily activities.
- Integrating quality, reliability, and safety.
- Effective control room and field coordination.
- Alarm management and response prioritization.
- Preventing recurring operational problems.
- Risk awareness during abnormal operations.
- Performance monitoring and KPI tracking.
- Sustaining long-term operational excellence.

Course Agenda:

1st Day Agenda

8.30	9.00	Opening Remarks (30 Min.)
9.00	11.30	Discuss Major Points Of Course: • Production Quality Fundamentals & Process Awareness. • Process Parameters Control & Operational Stability. • Operational Optimization & Quality Improvement. • Smart Troubleshooting & Process Upsets Handling. • Operational Excellence, Safety & Performance Sustainability.
11.30	12.00	Coffee Break
12.00	14.00	Production Quality Fundamentals & Process Awareness: • Definition of production quality and operational excellence. • Quality specifications, limits, and compliance requirements. • Key quality indicators and monitoring techniques. • Overview of production, treatment, and separation processes. • Understanding process flow and operational dependencies. • Impact of operating conditions on product quality. • Role of operators in maintaining consistent quality. • Introduction to process stability and operational discipline.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

2nd Day Agenda

9.00	11.30	Process Parameters Control & Operational Stability: • Control of temperature, pressure, and flow rates. • Importance of steady-state operations. • Interface, level, and residence time management. • Effects of feed quality and variability on performance.
11.30	12.00	Coffee Break
12.00	14.00	Process Parameters Control & Operational Stability: • Common operational practices that destabilize processes. • Preventive operational control techniques. • Monitoring trends and recognizing abnormal behavior. • Maintaining stable operations during load changes.
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

3rd Day Agenda

9.00	11.30	Operational Optimization & Quality Improvement: • Identifying sources of quality deterioration. • Linking operational actions to quality outcomes. • Process optimization techniques for better performance. • Reducing losses, carryover, and reprocessing.
11.30	12.00	Coffee Break
12.00	14.00	Operational Optimization & Quality Improvement: • Monitoring operational data and performance indicators. • Interaction between operations, laboratory, and technical teams. • Continuous improvement through operational feedback. • Preventing repeat quality deviations.
15.00	14.30	Questions and Discussion
14.30		Buffet Lunch

4th Day Agenda

9.00	11.30	Smart Troubleshooting & Process Upsets Handling: • Principles of smart and systematic troubleshooting. • Differentiating symptoms, causes, and consequences. • Root Cause Analysis (RCA) tools and methods. • Handling common quality and process upsets.
11.30	12.00	Coffee Break
12.00	14.00	Smart Troubleshooting & Process Upsets Handling: • Managing abnormal operating conditions safely. • Step-by-step corrective action planning. • Decision-making under pressure. • Learning from incidents and operational events.
15.00	14.30	Questions and Discussion
14.30		Buffet Lunch

5th Day Agenda

9.00	11.30	Operational Excellence, Safety & Performance Sustainability: • Operational excellence principles in daily activities. • Integrating quality, reliability, and safety. • Effective control room and field coordination. • Alarm management and response prioritization.
11.30	12.00	
12.00	14.00	Operational Excellence, Safety & Performance Sustainability: • Preventing recurring operational problems. • Risk awareness during abnormal operations. • Performance monitoring and KPI tracking. • Sustaining long-term operational excellence.
15.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch