Treatment Problem Solving Webinar Description

Every water and wastewater treatment facility encounters problems—often at the worst possible time and under the greatest pressure. Whether it's a sudden permit excursion, loss of process control, or unexplained performance decline, the ability to diagnose and solve problems quickly and correctly is critical to maintaining compliance and reliable operations.

This course provides a structured, practical approach to treatment problem solving, designed specifically for real-world conditions. Participants will learn how to move beyond guesswork and trial-and-error by applying proven methods such as root cause analysis, divide-and-conquer troubleshooting, and data-driven decision-making.

The training emphasizes how to properly define a problem, gather the right information, and interpret process data from sources such as lab results, system checks, and SCADA systems. Participants will also learn to recognize common pitfalls—such as jumping to conclusions, overcorrecting, or treating symptoms instead of root causes—and how to avoid them.

Through real-world examples and guided exercises, the course explores a range of treatment challenges, including metals issues, turbidity problems, solids loss, and variable loading conditions. Special attention is given to intermittent problems and maintaining consistency in system performance.

The course also highlights the importance of documentation, standard operating procedures, and a systems-based (holistic) approach to understanding how different parts of a treatment process interact.

Drawing on decades of troubleshooting experience, this course equips participants with practical tools and a repeatable framework they can apply to solve current problems and confidently address new ones as they arise.