

## Troubleshooting database system in refinery

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In this paper a troubleshooting report (TSR) database system is presented which take advantage of TSR efficiently in refinery. The TSR database system has (1) a systematic classification which is useful in search out proper data; (2) a user-friendly interface; and (3) compatibility with the existing program that have managed documents.

A troubleshooting problem is one where something occurs that in unexpected to such an extent that it is perceived that some corrective action may be needed. The trouble occurs somewhere in a system that consists of various pieces of interacting equipment run by people. Engineers have to quickly and successfully solve problems that occur. They also make the TSR that consist of a trouble name, a trouble occurring date, a type of process, involved equipments, causes of the trouble, improvements and so on. It is very important assets for systematic lessons and learned information from troubleshooting problem. Therefore it is necessary to manage and use the TSR efficiently. Using them, it is capable of trouble-free operation to prevent trouble before it occurs. When the troubles previously produced, it is also minimize trouble impact.