AZ TECH

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Certified Company

Best Practices in Multishift Operations

Achieving Operational Excellence in Multishift Management

03 - 07 Apr 2017, **Luanda - Angola**
01 - 05 Oct 2017, **Dubai**

03-JAN-17

ACCS REGISTRARS Quality Assurance ISO 9001 | ACCS REGISTRARS ISO 29990 | ACCREDITED ACCET PROVIDER | iosh | NACE INTERNATIONAL THE CORROSION SOCIETY | IAM CORPORATE MEMBER | IAM endorsed TRAINER | THE GLOBAL COMPACT United Nations Global Compact | هيئة المعرفة والتنمية البشرية KNOWLEDGE & HUMAN DEVELOPMENT AUTHORITY

Best Practices in Multishift Operations

Achieving Operational Excellence in Multishift Management

Why Choose this Training Course?

This course will reveal how the world's most successful companies manage multiple-shift and 24-hour operations to deliver world-class people and process performance. All industries are highly competitive so in order to compete successfully, 24-hour operations must continuously improve to achieve the highest possible standards at all times.

For a facility to operate safely and efficiently 24/7, it is necessary to apply shift working best practices. Multiple-shift operation poses a challenge because of the potential for fatigue and disconnects caused by the fact that the personnel are changing every few hours. This can result in a significantly increased risk of incidents and operational problems such as reduced throughput, poor communication and increased levels of waste.

This course will feature:

- Why 24/7 operation needs multiple-shift working
- How Shift working introduces extra challenges
- Communication and leadership for shift working
- Why shift working increases risk from fatigue and at changeover
- Development of strategies to manage shift risks & issues & become a world-class 24/7 operation

Who is this Training Course for?

This course is suitable to a wide range of professionals but will greatly benefit delegates new to shift working environments, as well as those with many years experience of shift work, from both process and non-process industries, namely:

- Plant/operations personnel and managers, shift supervisors and shift team leaders
- Personnel interested in Quality and Quality Assurance
- Maintenance and Engineering Personnel
- Training & Development Personnel
- Personnel from Logistics or Network Support Teams
- Personnel from Customer Service at any level
- HR Personnel and those involved in Staff health and welfare at any level

How will this Training Course be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a combination of lecture, discussion and group/individual activities. Delegates are encouraged to bring specific challenges and issues they are facing to the session for group discussion. In addition, we will discuss Best Practices currently used at participants' companies so that delegates will have the opportunity to learn from numerous sources. Each delegate will develop a personal Action Plan that will help guide future improvement efforts back at work.

Course Schedule:

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What are the Goals?

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

- Recognize and appreciate the issues associated with 24/7 shift operation
- Identify strategies to deal with the issues
- Benchmark your performance against that of world-class facilities & explore alternative shift schedules
- Develop effective Shift Supervisors
- Create an Action Plan for continuous improvement back at work

THE COURSE CONTENT

DAY ONE:

Understanding the Issues Associated with Shift Working

- Shift Working Self-Assessment - How does your operation measure up?
- Communication
- Continuity of operation and Consistency of approach
- Benchmarking against world-class operations
- Shift-to-shift handover
- Fatigue and its consequences and other People issues

Sharing the specific issues of the course delegates
Case Studies

DAY TWO:

Effective Communications, Effective Shift Handover & Continuity of Operation

- Deliver effective management communication to all shifts
- Improve shift leader-team communications
- Develop effective interfaces across shifts
- Best practices for effective shift handover and Start of shift meetings
- Teamwork
- Effective standard operating procedures
- Training and developing Shift Teams

Case Studies

DAY THREE:

Developing Effective Shift Supervisors, Continuous Improvement/Kaizen in 24-Hour Operations

- Evolution of the role of supervisor
- Training and developing effective supervisors
- Benchmarking performance of supervisors
- Understanding CI
- Workplace organization, 5S and TPS
- Management visibility/GEMBA

Case Studies

DAY FOUR:

Dealing with Fatigue, Pros and Cons of Different Shift Systems

- The body clock and circadian rhythms
- Causes of fatigue & Fatigue Countermeasures
- Ergonomics
- History of shift working
- Alternative Shift Schedules
- Analysis of delegates' shift schedules and issues

Case Studies

DAY FIVE:

Dealing with People Issues on Shift

- Managing performance
- Dealing with poor performance
- Improving Motivation and Counseling
- Discipline
- Consistency of approach

Applying the Learning - Group Vision and Action Plan
Case Studies

The Certificate

AZTech Certificate of Completion for delegates who attend and complete the course.

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Complete & send by fax/mail to address given below. Please use BLOCK CAPITALS.

Date	Venue	Fees(USD)	Book your seat
03 - 07 Apr 2017	Luanda - Angola	$4,950	**Register Now**
01 - 05 Oct 2017	Dubai	$4,950	**Register Now**

This fee is inclusive of Documentation, Lunch and Refreshments

REGISTRATION DETAILS

Family Name:_____ First Name:_____

Position:_____ Company:_____

Mailing Address:_____

Telephone:_____ Mobile:_____ Fax:_____ Email:_____

AUTHORISATION

Authorised by:_____ Position:_____

Telephone:_____ Fax:_____ Email:_____

Postal Address:_____

MODE OF PAYMENT

☐ **Please invoice my company** ☐ **Please invoice me** ☐ **Please find enclosed a cheque payable to AZTECH**

HOTEL ACCOMMODATION

Hotel accommodation is not included in the Registration Fee. A reduced corporate rate and a limited number of rooms are available for attendees wishing to stay at the hotel venue. Please make your request for accommodation at least **3 weeks prior** to the commencement of the course.

CANCELLATIONS & SUBSTITUTIONS

You must notify the Registrar of cancellations at least 2 weeks before a scheduled seminar in order to be eligible for a credit. If you cannot attend, you may send a replacement from your organisation at no charge. There is a $250 handling charge for all cancellations or rescheduling. We reserve the right to cancel a seminar due to low enrollment. All registrants will be notified in advance and a full refund will be provided upon request.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor at our sole discretion. If this occurs, our responsibility is limited to a refund of any registration fee(s) already paid. We are not responsible for airline tickets, hotels costs, other tickets or payments, or any similar fee penalties or related or unrelated losses, costs and/or expenses registrant may incur or have incurred as a result of any trip cancellations or changes.

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4 WAYS TO REGISTER

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Email Address: ..... info@aztech.ae
Visit our website: ..... aztech.org.uk

CERTIFICATION

AZTech Certificate of Completion for delegates who attend and complete the course