

## Best Practices in Multishift Operations Achieving Operational Excellence in Multishift Management



Date		(\$)Fees	
18 February -22 February 2024	Kuala Lumpur	3500	<a href="#">Register Now</a>

### 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

### 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.

### 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.

## **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**



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