



Multishift Operations: A to Z of Best Practices

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

31 March - 04 April 2019

22 - 26 September 2019

08 - 12 December 2019

12 - 16 January 2020

Dubai, United Arab Emirates

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WHY CHOOSE THIS TRAINING COURSE?

Whether you work in the oil & gas industry, process industries, network service providers, hospitals or hotels, what all these have in common is multi-shift operations. For a facility to operate safely and efficiently 24/7, it is necessary to apply best practices to shift working. 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. What is needed is a way of working that fosters common goals and a seamless flow of information, processes and products throughout your operation.

This AZTech training course will reveal how the world's most successful companies manage multiple-shift 24-hour operations. In order to succeed in today's highly competitive global economy, all 24-hour operations must continuously improve to deliver world-class people and process performance. This requires highly motivated and skilled shift supervisors and managers, who are capable of getting the very best from all of the resources available to them, crucially ensuring that the needs of the shift teams are met in terms of personal well-being, the personal development of excellent operators and team development.

This AZTech training 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 and issues and become a world-class 24/7 operation

WHAT ARE THE GOALS?

By the end of this AZTech training 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 and explore alternative shift schedules
- Develop effective Shift Supervisors
- Create an Action Plan for continuous improvement back at work

HOW WILL THIS TRAINING COURSE BE PRESENTED?

This training 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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12 - 16 January 2020

Dubai, United Arab Emirates

THE CERTIFICATE

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

WHO IS THIS TRAINING COURSE FOR?

This training 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

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 training 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



Welcome to the A to Z of Best Practices Training Courses section of AZTech's world-class portfolio.

The "Best Practises Training Courses" are intended to offer best in class courses that can support organisations to achieve an excellence status in performance. The courses offered in this series are called "A-Z of Best Practices". Here by A to Z, which directly to the very name of AZTech, we aim to address two dimensions. The first is an offer of a comprehensive range of topics such as the ones shown in the table below which covers a very wide range of diverse topics. The second dimension is that within each topic we aim to cover the full range of the field, so that it can be of great interest to both junior and experienced members of staff.

Best practices are procedures, set of guidelines, methods and techniques that is accepted as the most effective in any business.

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DATE	VENUE	FEES(USD)
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08 - 12 Dec 2019	Dubai - UAE	\$4,950
12 - 16 Jan 2020	Dubai - UAE	\$4,950

REGISTER NOW

This fee is inclusive of Documentation, Lunch and Refreshments may be subjected to 5% VAT

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

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FAMILY NAME: _____

FIRST NAME: _____

POSITION: _____

COMPANY: _____

MAILING ADDRESS: _____

TELEPHONE: _____

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AUTHORISATION

AUTHORISED BY: _____

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MODE OF PAYMENT

- PLEASE INVOICE MY COMPANY
- PLEASE INVOICE ME
- PLEASE FIND ENCLOSED A CHEQUE PAYABLE TO AZTECH
- ONLINE / CREDIT CARD

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.

EVENT DISCLAIMER

We reserve the right to cancel or postpone a seminar or related event, change venue, substitution of the Instructor and alter the course content 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.

CANCELLATION & SUBSTITUTION

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.

CERTIFICATION

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

4 WAYS TO REGISTER

Toll Free: **800-AZTECH**

Telephone: **+971 4 427 5400**

Fax Number: **+971 4 427 5401**

Email Address: **info@aztechtraining.com**

Visit our website: **www.aztechtraining.com**



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