

# € TRAINING

Building Operational Excellence in the  
Process Industry



20 - 24 May 2024  
Casablanca (Morocco)  
New Hotel



# Building Operational Excellence in the Process Industry

REF: O405 DATE: 20 - 24 May 2024 Venue: Casablanca (Morocco) - New Hotel Fee: 4675 Euro

## Introduction:

The process industry is capital-intensive and is characterized by strong and relentless international competition. Certain operations and processes are also high risk. This means that process companies need to be on the top of their game if they wish to survive and grow in these difficult conditions. Building Operational Excellence into the Process Industry has been designed to explain the main factors of operational excellence and how to build them into a coherent improvement program for the process industry. The latest tools and techniques are introduced and explained with a minimum of jargon so that delegates can see how to use them in their situation.

## Course Objectives:

At the end of this course the participants will be able to:

- Understand the best practice techniques for achieving operational excellence
- Understand a range of technical and human risks and their implications to the operational organization.
- Design a tailored operational improvement plan for their organization that tackles the major risk areas.
- Learn a practical approach to developing an action plan to utilize these technologies in their areas of responsibility, fitting them into the overall operations strategy, and measuring benefits

## Targeted Audience:

- Operations Professionals
- Process Professionals
- Reliability & Maintenance Professionals
- Safety Professionals
- Other professionals involved in process improvement

## Course Outlines:

### Unit 1: Safety:

- Safety first
- Behavioral safety
- Risk Assessment
- Permits to Work, Hazard & Operability Studies and other common systems
- Analyzing Near Misses, Incidents & Accidents
- Complete Safety Management System

### Unit 2: Continuity of Operations - Plant Reliability:

- Operational Risks
- Vulnerability & Resilience Assessment
- Reliability Improvement
- Plant Asset Care
- Developing the Right Maintenance Strategy
- Agile Manufacturing

### Unit 3: Quality:

- Process Control
- Six Sigma: minimizing the six losses and seven wastes
- Continuous Improvement Model
- Quality Assurance
- Standard Operating Procedures
- Error Proofing Techniques

### Unit 4: Costing:

- Costing systems
- Lean manufacturing
- Inventory control systems
- Life cycle approach to equipment selection
- Asset management
- Benchmarking

### Unit 5: People Management / Development:

- Leadership
- Empowerment & Engagement
- Change Management
- Performance Management Systems
- Skills & Competency Development
- Problem Solving