

# € TRAINING

Best Practices in Multi Shift Operations



28 April - 2 May 2024  
Amman (Jordan)  
ibis Amman



# Best Practices in Multi Shift Operations

REF: M2107 DATE: 28 April - 2 May 2024 Venue: Amman (Jordan) - ibis Amman Fee: 3350 Euro

## Introduction:

The book "Best Practices in Multi-Shift Operations" equips shift supervisors and senior operators for this extremely difficult yet exciting task by bringing together best practices from the top firms and a ton of high-profile case studies. This training program enhances the skills necessary for managing multi-shift operations effectively, and it will show how the top businesses in the world handle 24-hour, multi-shift operations.

## Program Objectives:

At the end of this program, participants will be able to:

- Understand the Problems Associated with 24/7 Shift Operation Procedures and Solutions.
- Study tested Best Practices for managing 24-hour shifts.
- Make intershift conversations seamless, and Utilize proper practices when handing over shifts.
- Improve plant capacity utilization and process reliability, and Build the shift team through training and address the requirements of the shift team.
- Recognize the benefits and drawbacks of different shift systems, comprehend the body clock, fatigue, and fatigue prevention.
- Review the instrumentation and DCS operator interfaces, and understand how to prevent potential problems.
- Utilize in-depth, well-known case studies to study occurrences at other plants to make an action plan for ongoing advancement at work.

## Targeted Audience:

- Operational Managers.
- Maintenance and Engineering Personnel.
- Training & Development Personnel.
- Personnel from Logistics or Network Support Teams.
- Shift Supervisors and Shift Team Leaders.
- Personnel Interested in Quality and Quality Assurance.
- HR Personnel and Those Involved in Staff Health and Welfare at Any Level.

## Program Outline:

### Unit 1:

#### The Multi-Shift Operations Methodology and Problem-Solving Techniques:

- Self-evaluation and work operation measurement.
- How to effectively communicate?
- Continuity of execution.
- Change of shifts and shift transfers.
- Recognizing the international standard for multi-shift operations and making an effort to adapt.

### Unit 2:

#### Efficient Handing Over and Shift Change and Continuity of Operations:

- How can all shifts be managed and communicated with effectively?
- Messages to the shift leader.
- Collaboration and efficient operational techniques.
- Practice with shift teams.

### Unit 3:

#### Effective Shift Supervisors and 24 Hour Operations:

- Recognizing the supervisor's position.
- The shift supervisor's education.
- "Continuous Improvement" concept.
- The "Kaizen" idea and its application both the TPS and 5S methodologies.
- Understanding "GEMBA," a Japanese phrase that means "the actual place," as a methodology.

### Unit 4:

#### Understanding the Advantages and Disadvantages of Multi-Shift Operations:

- Effects of fatigue and accidents in multiple-shift work.

- Arranging for different shifts.
- Evaluating delegate shift plans.
- Understanding circadian rhythms and the role they play in shift management.

## Unit 5:

### Understanding and Dealing with the Issues of People in Multi-Shift Management:

- How should I react when I perform poorly?
- Encouragement and inspiration.
- Discipline in shift work is crucial.
- Dependable method.
- How to oversee, assess, and effectively review performance?
- Studies of multi-shift operations and action plans at the largest corporations.