



Best Practices In Multishift Operations

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Transforming
Business *for Good*



Course content

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 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 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

By the end of this 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

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



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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

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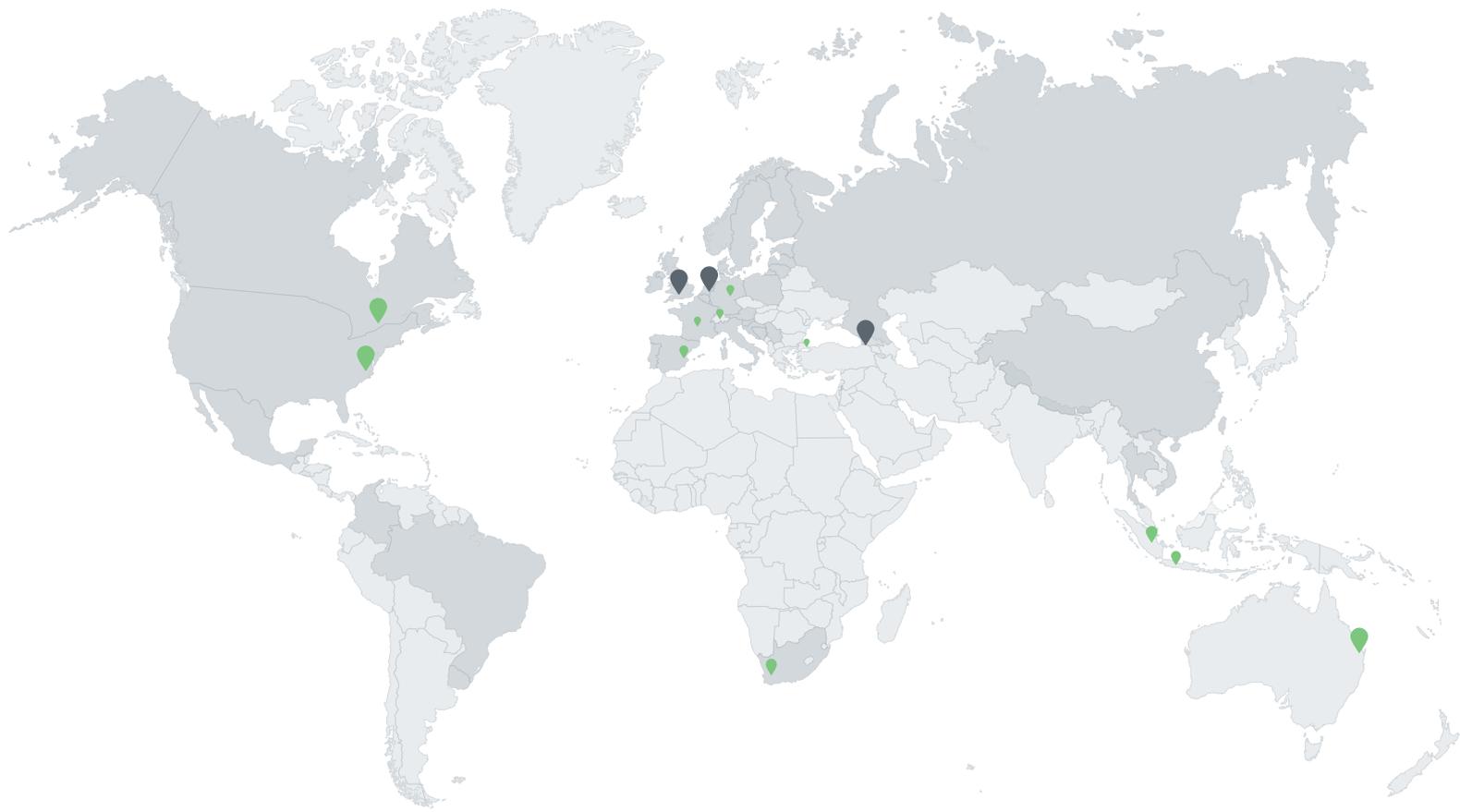
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www.informatech.co.uk

+44 (33) 000 111 90

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