



Best Practices in Multishift Operations

Achieving Operational Excellence in Multishift Management

► Upcoming Sessions

29 Apr-03 May 2024	Amsterdam - The Netherlands	\$5,950
10-14 Jun 2024	Dubai - UAE	\$5,950
16-20 Sep 2024	Dubai - UAE	\$5,950
14-18 Oct 2024	Barcelona - Spain	\$5,950
18-22 Nov 2024	London - UK	\$5,950
06-10 Jan 2025	Dubai - UAE	\$5,950

► Training Details

Training Course Overview

If you want to know how the world's best operational organisations manage multiple-shift 24-hour operations to deliver world-class performance and develop world class people, then join this Anderson training course.

Multiple-shift operation poses extra challenges because of the potential for fatigue and regular personnel changes. To compete successfully, whatever your industry, 24-hour operations must recognize and overcome these challenges and continuously improve for a facility to operate safely, efficiently and achieve the highest possible standards consistently. Adopting best practices of shift working will result in significantly reduced risk of incidents and levels of waste together with fewer operational problems such related to throughput and poor communication.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Recognize and appreciate the issues associated with 24/7 shift operation
- Identify and develop strategies to manage shift risks and issues and become a world-class 24/7 operation
- Benchmark their performance against that of world-class facilities
- Appreciate the impact of better communication and leadership for shift working
- Explore alternative shift schedules
- Develop effective Shift Supervisors

Designed for

This Anderson training course is suitable for operation personnel and their managers and other professionals who support them. For example:

- ▶ Operational 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
- ▶ HR Personnel and those involved in Staff health and welfare at any level

▶ Training Details

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

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 and Training and developing Shift Teams

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

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

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

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course.

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae

Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

©2024. Material published by Anderson shown here is copyrighted.

All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.