



Best Practices In Multishift Operations

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Transforming
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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

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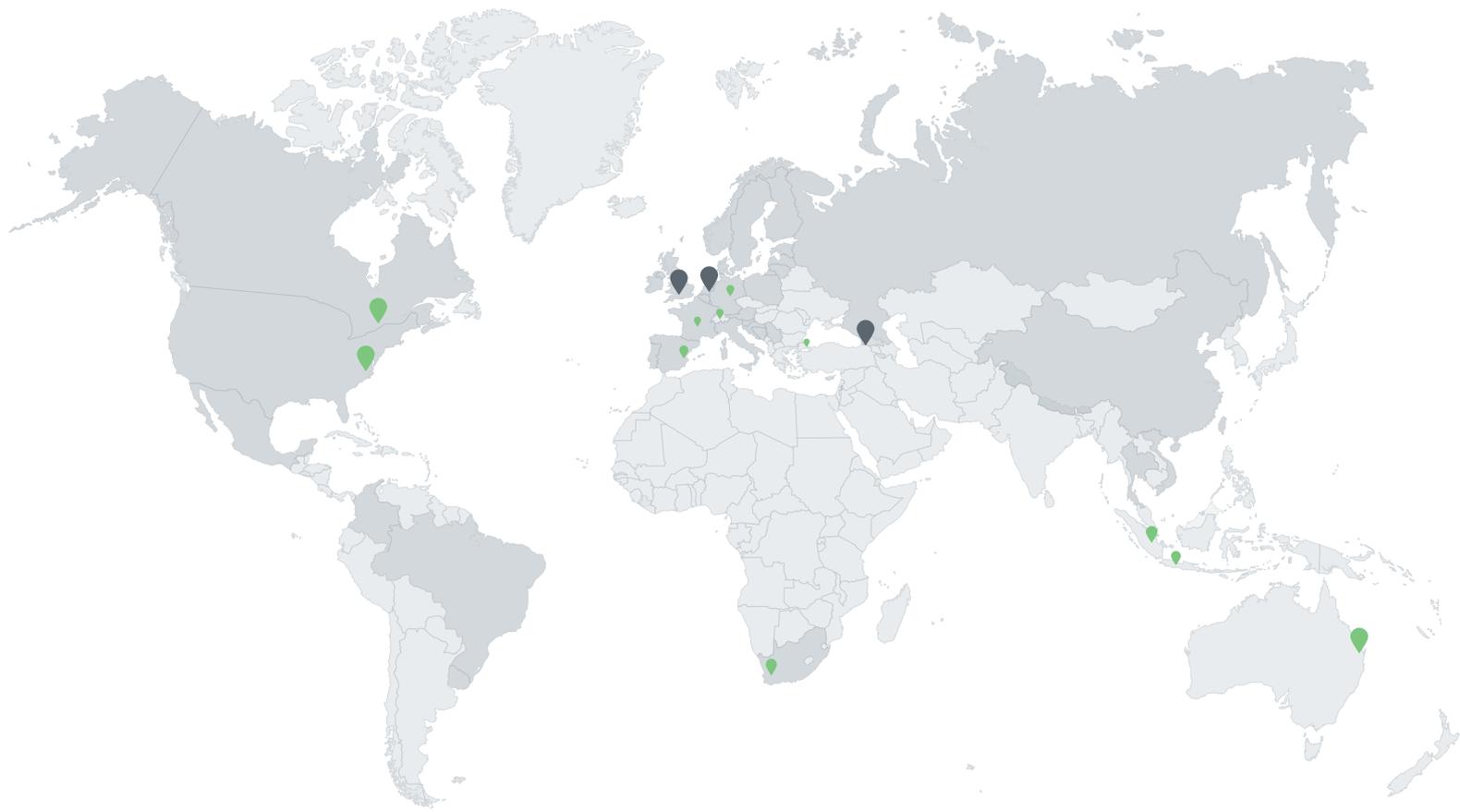
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