



Building Operational Excellence in the Process  
Industry



15 - 19 December 2024



Kuala Lumpur (Malaysia)

# Building Operational Excellence in the Process Industry

course code: E6038 From: 15 - 19 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale chulan hotel course Fees: 4500 Euro

## The Course

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 programme 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.

The following aspects are covered in a straightforward way with case study examples being used to illustrate how best to apply them:

- Safety, risk and continuity of operations
- People management
- Plant reliability
- Quality systems
- Costing

## The Goals

To provide a step-by-step guide to operational excellence - starting with foundations and building up to best practice that will deliver maximum business benefits. By virtue of dynamic participation in this seminar, it is to be expected that delegates will make a substantial, positive impact on the operational regime within their home organization. At the end of this seminar participants will have:

- A solid understanding of best practice techniques for achieving operational excellence
- An understanding of a range of technical and human risks and their implications to the operational organization.
- The ability to design a tailored operational improvement plan for their organization which tackles the major risk areas.
- A practical approach to developing an action plan to utilize these technologies in their own areas of responsibility, fitting them into the overall operations strategy, and measuring benefits

## The Process

This workshop is designed to be a hands-on, stimulating experience. The program is highly interactive with many discussion and facilitated practice sessions led by speakers who are at the forefront of their field.

## The Benefits

Individuals exposed to this training will develop new insights into international best practices. They will learn why the best companies in the world see operations management as the key to delivering the right quality product at the lowest costs.

Technical knowledge and the ability to engage with colleagues are both key to achieving operational excellence. Both of these areas are addressed in this course.

### **The Results**

Organizations that apply effectively operations best practice methodologies are able to better compete on the global stage. The participants of this course and their teams will be better positioned to positively influence the organization with innovative ideas and techniques that in turn produce a higher performing organization.

On completion of this seminar the delegate will be able to critically analyze the methodologies employed within the organization and instigate improvements where required.

### **The Core Competencies**

The delegates will develop an understanding of the key aspects of operational excellence within the process industry and how best to apply them in their situation.

On completion of the course the delegates should have the confidence to propose operational improvements and deal effectively with any specialists or service providers in order to deliver an effective improvement programme.

### **The Programme Content**

#### **Day One**

##### **Safety**

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

#### **Day Two**

##### **Continuity of Operations - Plant Reliability**

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

#### **Day Three**

##### **Quality**

- Process Control

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

## **Day Four**

### **Costing**

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

## **Day Five**

### **People Management / Development**

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