

Introduction

The process industry is capital-intensive and faces significant global competition. Many operations and processes within this industry also involve high risks. Therefore, it is crucial for companies within the process industry to remain at the forefront of their operations to thrive in such competitive and challenging environments.

This course on building operational excellence in the process industry is designed to explore the key factors contributing to operational excellence and guide participants on how to implement a cohesive improvement program within their organizations. The latest tools and methods are introduced in a straightforward manner, ensuring that delegates can understand how to apply these concepts in their specific contexts.

Pursuing a master's degree in business operational excellence can be a transformative journey for professionals aiming to enhance their leadership skills. This course serves as a foundation for individuals interested in progressing toward certifications in operational excellence.

By improving operational efficiencies, reducing risks, and fostering a culture of continuous improvement, participants will be better equipped for further advanced studies and the pursuit of operational excellence certification.

Understanding Operational Excellence

Operational excellence is more than just a trendy term; it represents a mindset and approach focused on achieving the highest possible organizational performance. Mastering operational excellence involves understanding how processes, people, and strategies align to deliver optimal results. Attaining an operational excellence certification signifies a commitment to continuous improvement and an effort to master essential business principles that add value to an organization.

This training course aims to provide professionals with the knowledge and practical skills required to drive process improvements and cultivate a culture of operational excellence within their organization. Participants will gain crucial insights into operational excellence processes and learn how to effectively apply improvement strategies.

Attending conferences related to operational excellence can also be a pivotal experience for professionals to network, exchange best practices, and stay updated on the latest industry trends. These events often serve as a key resource for individuals aiming to enhance operational excellence in their specific fields.

Target Audience

- Operations Professionals
- Process Professionals
- Reliability and Maintenance Professionals
- Safety Professionals
- Professionals engaged in process improvement

Course Objectives

By the end of this course, participants will be able to:

- Understand the best practices for achieving operational excellence.
- Recognize various technical and human risks and their impact on the operational organization.
- Create a customized operational improvement plan that addresses major risk areas within their organization.
- Develop an action plan to implement relevant technologies in their areas of responsibility, integrate them with the overall operations strategy, and assess the benefits.

Competencies to be Gained

Upon completing this course, participants will:

- Comprehend safety, risk management, and the continuity of operations.
- Understand people management strategies.
- Gain expertise in plant reliability.
- Learn about quality systems and costing methods.

Course Outline

Unit 1: Safety

- Prioritizing safety in operations.
- Behavioral safety.

- Risk assessment techniques.
- Understanding permits to work, hazard studies, and other safety protocols.
- Analyzing near misses, incidents, and accidents.
- Developing a comprehensive safety management system.

Unit 2: Continuity of Operations and Plant Reliability

- Identifying operational risks.
- Assessing vulnerability and resilience.
- Improving reliability.
- Caring for plant assets.
- Developing effective maintenance strategies.
- Implementing agile manufacturing practices.

Unit 3: Quality

- Process control principles.
- Introduction to Six Sigma: Reducing losses and wastes.
- Continuous improvement strategies.
- Quality assurance methods.
- Standard operating procedures (SOPs).
- Error-proofing techniques.

Unit 4: Costing

- Understanding costing systems.
- Lean manufacturing principles.

- Inventory control systems.
- Life cycle approach to equipment selection.
- Asset management practices.
- Benchmarking techniques.

Unit 5: People Management and Development

- Leadership principles.
- Empowerment and engagement techniques.
- Change management strategies.
- Performance management systems.
- Developing skills and competencies.
- Problem-solving methods.