

Operations Management: Enhancing Performance and Process Excellence

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Energy Milestones Corporation Advancing Professionals to the next level

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Operations Management: Enhancing Performance and Process Excellence



Overview

This course will enable delegates to stay up-to-date with the latest research trends, techniques, and strategies to enhance the condition and performance of their operational processes. This hands-on intervention will equip you with the necessary basic knowledge and skills to optimise the function, daily running, and maintenance of the five main aspects of the operation, such as demographics, infrastructure, systems and plant. Delegates will learn and review the core competencies required for the successful operation and implementation of an effective operations process against the background of the current global economic downturn.

Course Objectives

Participants attending this course will

- Gain a broad understanding and appreciation of the core functional aspects of how an effective operational process should operate.
- Review the five standard maintenance improvement tactics and their selection technique to ensure reliable process plant & equipment.
- Learn how to develop a comprehensive operational process resource and support system analysis.
- Understand the principles of PAS 55, the most recent maintenance process audit standard.
- Gain insight and understanding into the unique leadership and motivation principles required for technical management.



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Course Content

1. Review of Basic Modern Operations Practice

- Review of Modern Operational Practice in the light of the Global Economic Recession
- Integration of Maintenance and Production to establish a World Class Operations Department
- Generic Performance Measurement Model using a 6-point Scale
- Combining the parameters of Speed, Quality, and Cost, in maintenance performance measurement
- The 10-point Planning Standard and the role of the Planning Department
- Variability Analysis
- Developing effective Strategies for the Operational Process to achieve organisational excellence and continuous improvement

2. Standard Maintenance Improvement Initiatives

- Selecting the “Correct” Maintenance Tactic Mix
- Reliability Centred Maintenance (RCM)
- Total Productive Maintenance (TPM)
- Run To Failure (RTF)
- Condition-Based Maintenance (CBM)
- Time-Based Maintenance (TBM)
- Skills Level Upgrade (SLU)
- Design Out Maintenance (DOM)

3. Operational Resource Analysis

- A “Blueprint” for Effective Operational Practice
- Resource and Support System Analysis with Gap Analysis
- Leadership Development and Motivation of Operations Employees



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Course Content

3. Operational Resource Analysis

- The PAS 55 Maintenance Process Standard
- Principles of Information Management
- Training, Awareness and Competence

4. Problem Solving in the Operations Environment

- Risk Identification, Assessment and Control
- Theory of Inventive Problem Solving
- Problem-Solving Techniques and Applications
- Exercises and Facilitation

5. Scenario Analysis and Action Plan Development

- Relationships Scenario Analysis
- Assessment Assignment
- Scoring of Your Operational Process
- Understanding the Complexity - Putting it all together

Targeted Audience

- Engineering and Technical Managers and Supervisors from any industry
- Maintenance Planners and Coordinators
- Operations and Manufacturing Managers and Supervisors
- Plant Engineers and Process System Managers
- Section Engineers and Planners



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Course Methodology

Facilitated by an experienced professional trainer, this training course will be conducted as a highly interactive workshop session. A variety of training methodologies and facilitation techniques will be employed before and during the course, as applicable. These methods are aimed at enhancing individual and group interaction while maximising learning. Some of these methods are:

- Online Pre-post Test
- Colourful Visual Aids
- Gamification
- Self-Assessment Instruments
- Simulations
- Case Studies
- Videos
- Group Exercises & Discussions
- Role-plays
- Indoor & Outdoor games

