

# Best Practices in Multishift Operations Course

## Venue Information

---

**Venue:** London UK

**Place:**

**Start Date:** 2025-12-15

**End Date:** 2025-12-19

## Course Details

---

**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** P,PACC

**Course Code:** P,PACC-26

## Syllabus

---

### Course Syllabus

#### Introduction

This course will reveal how the world's most successful companies manage multiple-shift and 24-hour operations to deliver world-class people and process performance. All industries are highly competitive so in order to compete successfully, 24-hour operations must continuously improve to achieve the highest possible standards at all times.

For a facility to operate safely and efficiently 24/7, it is necessary to apply shift working best practices. Multiple-shift operation poses a challenge because of the potential for fatigue and disconnects caused by the fact that the personnel are changing every few hours. This can result in a significantly increased risk of incidents and operational problems such as reduced throughput, poor communication and increased levels of waste.

**This course will feature:**

- Development of strategies to manage shift risks & issues & become a world-class 24/7 operation

## **Objectives**

- Recognize and appreciate the issues associated with 24/7 shift operation.
- Identify strategies to deal with the issues.
- Benchmark your performance against that of world-class facilities & explore alternative shift schedules.
- Develop effective Shift Supervisors.
- Create an Action Plan for continuous improvement back at work.

## **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 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

## **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**