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For Training and Development

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Course: Building Operational Excellence in the Process Industry

Code	City	Hotel	Start	End	Price	Language - Hours
544	Zagreb (Croatia)	Hotel Meeting	2025-12-29	2026-01-02	5450 €	En - 25

Course Description

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

Course Objective

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

Course Outline

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



The Scandinavian Academy for Training and Development employs modern methods in training and skills development, enhancing the efficiency of human resource development. We follow these practices:

- **Theoretical Lectures:**

- We deliver knowledge through advanced presentations such as PowerPoint and visual materials, including videos and short films.

- **Scientific Assessment:**

- We evaluate trainees skills before and after the course to ensure their progress.

- **Brainstorming and Interaction:**

- We encourage active participation through brainstorming sessions and applying concepts through role play.

- **Practical Cases:**

- We provide practical cases that align with the scientific content and the participants specific needs.

- **Examinations:**

- Tests are conducted at the end of the program to assess knowledge retention.

- **Educational Materials:**

- We provide both printed and digital scientific and practical materials to participants.

- **Attendance and Final Result Reports:**

- We prepare detailed attendance reports for participants and offer a comprehensive program evaluation.

- **Professionals and Experts:**

- The programs scientific content is prepared by the best professors and trainers in various fields.

- **Professional Completion Certificate:**

- Participants receive a professional completion certificate issued by the Scandinavian Academy for Training and Development in the Kingdom of Sweden, with the option for international authentication.

- **Program Timings:**

- Training programs are held from 10:00 AM to 2:00 PM and include coffee break sessions during lectures.