

Best Practice Strategies For Scheduling And Shiftwork

Minimising your costs whilst maximising performance,
improving production, efficiency and safety

► **Attend this highly practical training programme and you will:**

- Gain specialised knowledge about schedule design and the management of shiftwork operations
- Establish best practice schedules that increase workplace productivity, reduce costs and improve employee relations
- Identify the hidden costs associated with your schedules
- Learn how to analyse all of your business, employee and health/safety needs
- Obtain answers to all of your scheduling questions
- Understand how to maximise utilisation of equipment and labour resources
- Examine scheduling solutions from different industries and operations
- Explore strategies and methodologies for implementing and managing change in a shiftwork environment

Strategic Business Information Partner



Strategic Media Partner



12 - 16 March 2005
Crowne Plaza Hotel, Dubai UAE

Dear Planning and Shiftwork Supervisor/Manager,

Do your work shift schedules satisfy all of your business, employee and health/safety requirements?

Often schedules are inherited from our predecessors or copied from another operating site within the same industry. As workload requirements change over time, these schedules are rarely modified or updated to satisfy new requirements.

When schedules are not designed to meet site-specific needs, managers, superintendents, supervisors, team leaders and employees spend most of their time trying to make their workload fit into a schedule that does not work well. Inefficient schedules reduce the utilisation of key operating equipment, require additional labour resources, create additional costs and can cause mistakes and accidents.

Operating schedules affect many parts of a business. **Best Practice Strategies For Scheduling And Shiftwork** is designed to provide insight and direction to significantly improve your current schedules.

Together with your expert course leader, Jim Huemmer, you will address your current scheduling issues and goals to create your own improved practical schedules that can be utilised immediately. To better understand the impact of different schedule models, you will also explore various case studies from other industrial sites.

Designing shiftwork schedules is a very specialised area of work. We encourage you to join us for this unique learning experience.

Jim Huemmer and I look forward to welcoming you in March.

Yours sincerely,



Nicki Cooney
Conference Manager

P.S. Please refer to back page for generous discounts!

Course Methodology

During this course you will be asked to focus on the business, employee and health/safety needs of your respective work area(s). This information will be used to evaluate the performance of your current rosters and to design alternatives that better satisfy these needs.

IMPORTANT NOTE

To make this learning experience as beneficial as possible, you are requested to bring copies of your current rosters and if possible, workload information that indicates fluctuations in demands for equipment and labour resources. Other useful information to bring along includes copies of employment agreements or other documents describing any work and pay rules for hours of work.

Course Objectives

This training course will demonstrate proper scheduling principles and other considerations for schedule design. During the course, you will take a step by step approach to examine the key factors of evaluating different schedules and work practices.

This course will be highly interactive, will focus on specific schedule interests identified by you and provide options and strategies to address existing scheduling issues. To understand the impact of different schedule models, this course will also share examples and experiences from other industrial sites.

Who Should Attend?

- Production Managers/Supervisors
- Process Supervisors/Superintendents
- Shutdown/Turnaround Supervisors
- Breakdown Managers
- Shift Supervisors/ Engineers/Superintendents
- Operation Managers/Supervisors
- Planning Superintendents
- Shift Superintendents
- Maintenance Managers/Supervisors
- Plant Managers/Supervisors
- Safety Co-ordinators
- OH&S Managers
- Employee Relations Managers
- Human Resource Managers
- Scheduling Managers

Customised Solutions And On-Site Training

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Best Practice Strategies For Managing Scheduling And Shiftwork

12 - 16 March 2005

Course Timings: Registration and coffee will be at 08.00. The course will commence promptly at 08.30 and conclude with lunch at 14.30. There will be short breaks at approximately 10.30 and 12.30.

Course Overview

Schedule Design And Evaluation

- Identify scheduling needs and goals of individual delegates (course outline may vary in order to respond to these needs)
- Review symptoms found in inefficient rosters
- Evaluate current schedule performance
- Identify information needs required for schedule design criteria
- Process requirements to achieve proper schedule design and implementation in different industrial and cultural environments
- Current schedule models, hours of work used in different industries

Business Considerations

- Develop workload profiles that show fluctuations in demands for specific work areas or departments
- Convert workload data into staffing requirements
- Plan for maintenance activities and scheduled shutdowns
- Calculate schedule costs, benefits and opportunities
- Increase production capacity to meet changing or growing workload
- Identify hidden schedule costs and potential savings
- Build in time and resources to accommodate training, communication and special project workload

Business And Employee Considerations

- Strategies for long distance commute operations
- Options to improve crew/team structures
- Shift lengths, shift rotations, and permanent shift options
- Systems for providing adequate relief coverage
- Straight time hours, shift premiums and overtime hours

- Built in annual leave options
- Reduce absenteeism and turnover through placement of time off
- Review employee preferences/data/trends from shiftwork database

Alternative Roster Designs And Implementing Change

- Develop multiple roster models to address specific business, employee and health/safety needs
- Determine the level of participation from employees and employee representatives
- Set up trial period parameters and conditions
- Develop transition schedules that maintain production
- Design cost neutral conversions of existing work rules and policies, pay and benefits to fit new schedules
- Schedule performance indicators and follow up strategies

Health, Safety And Fatigue

- Schedule considerations to minimise fatigue
- Review and interpret sleep research results
- Evaluate length of work cycles, shift rotations and time off between work cycles
- Impacts on employee sleep patterns
- Distinguish between safety issues and employee preferences for time off and other preferences
- Employee health education and lifestyle considerations

Course Summary, Evaluation And Close

Meet Your Expert Programme Director



James Huemmer (Jim) is Director of Shiftwork Solutions. Shiftwork Solutions is a specialist consulting firm focusing on the design and implementation of work shift schedules. Shiftwork Solutions has offices located both in Australia and the United States.

Jim has been designing schedules for over 15 years, working directly with management teams, shiftworkers and other parties to obtain their input. Jim has developed solutions for hundreds of different organisations all over the world. He has designed schedules for all industries including; refineries, maintenance operations, manufacturers, IT service providers, power station control centres, mining operations, airlines, shopping centres, casinos, call centres and even doctors in hospitals. Jim is also a former shift worker and brings a unique perspective of practical experience and specialist knowledge to this training seminar.

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12 - 16 March 2005 • Crowne Plaza Hotel, Dubai, UAE

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Remember to quote your VIP Code when registering to be entered into a draw to **WIN US\$ 250** Dubai Duty Free Vouchers.

FIVE EASY WAYS TO REGISTER

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- IIR Holdings Ltd. GCS/IIR Holdings Ltd.
PO Box 21743, Dubai, UAE P O Box 13977, Muharraq, Kingdom of Bahrain
- www.iirme.com/shiftwork

For further information on this event, please contact our Account Director, Vandhana Rajput, Tel. 971-4-3352730, Email: vandhana.rajput@iirme.com

WEB BC053

YES, I want to register for:

Event	Date	Price
<input type="checkbox"/> Best Practice Strategies For Scheduling And Shiftwork	12 - 16 March, 2005	US\$ 3,495 / Dhs 12,835

Discounts

<input type="checkbox"/> Register on or before 15 January 2005	Save US\$ 500	US\$ 2,995 / Dhs 10,999
<input type="checkbox"/> Register on or before 5 February 2005	Save US\$ 250	US\$ 3,245 / Dhs 11,917

GROUP DISCOUNT Register 3 and the 4th goes FREE!

Fees include documentation, luncheon, refreshments and a certificate of attendance.

PERSONAL DETAILS

	Mr/Mrs/Ms	1st Name	Surname	Job Title	Department	Email
1st Delegate						
2nd Delegate						
3rd Delegate						
4th Delegate	FREE!					

To assist us with future correspondence, please supply the following details:

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Training Manager					
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Please tick if you would like to pay by Visa, Mastercard or American Express.

A confirmation letter and invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event. Only those delegates whose fees have been paid in full will be admitted to the event. You can pay by company cheques or bankers draft in Dirhams or US\$. Please note that all US\$ cheques and drafts should be drawn on a New York bank and an extra amount of US\$ 6 per payment should be added to cover bank clearing charges. All payments should be in favour of IIR Holdings Ltd.

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PG M997 STRATEGIC MANAGEMENT

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Due to unforeseen circumstances, the programme may change and IIR reserves the right to alter the venue and/or speakers.

Hotel & Accommodation Details

Crowne Plaza Hotel, Dubai, UAE
Tel: 971-4-331 1111 Fax: 971-4-331 5555

Book your hotel accommodation directly for this event **NOW!**

Cancellation

If you are unable to attend, a substitute delegate will be very welcome in your place. If this is not suitable, a \$200 service charge will be payable. Registrations cancelled less than 7 days before the event must be paid in full.

Avoid Visa Delays – Book Now

Delegates requiring visas should contact the hotel they wish to stay at directly, as soon as possible. Visas for non-GCC nationals may take several weeks to process.