



T R A I N I N G

ADV06: Operational Excellence

In the refining industry, there is a quest for Operational Excellence that can lead to significant profit enhancements. In order to achieve this it is crucial that the goal of each plant function is aligned towards safe and reliable operation.



Course Objective

The program is a classroom training designed to train **experienced Refinery Operations professionals** with 2-8 years experience in the field. The course uses real live examples and is focussing on topics to improve the safety and reliability of the refinery through operational excellence.

The following topics are covered:

- Working as a plant operator according to best international standards
- Fundamentals of effective operator rounds
- Effective communication inside the operations department
- Communications of operations with key departments (engineering, maintenance and contractors).
- Safety drills and emergency training
- Partnership between maintenance and operations.
- Enhanced safety awareness

This course, will give the participant a thorough understanding of the key aspects topics of Operational Excellence. The program is a **classroom training**, where real-live examples are used with a main focus on safety and reliability of the refinery

Practical

Course duration:	4 days
# Participants:	max. 15
Location:	on request

*Extensive hands-on knowledge
shared by our experts*

Course Modules

Module 1 & 2 Operational Excellence explains how to maximize the effectiveness of operators and cover a wide spectrum of international standards, training, expertise, safety culture subjects, and plant operating philosophy. It focusses on the *role and responsibilities of the plant operators*. The cause of about 50% of safety incidents is human. Therefore, the plant operators' expertise and behaviour is paramount.

Module 3 General plant safety gives a basic overview of safety measures in a refinery. Off course with a strong link to the plant operators who are often, the first line of defence in case of an emergency.

Module 4 Communications highlights the importance of communication in a 24/7 operations. Topics include the different levels of safety communication: interdepartmental communication tools, toolbox meetings, shift reporting...

Module 5: General plant operator round is a section covering the routine tasks of the operator who is the *"eyes and the ears of the plant"*. It explains how the role of the operator has evolved towards process surveillance, first line maintenance, sampling activities and inspection of assets.

Module 6 Partnership with maintenance relates to safe handling of maintenance activities in all phase of execution: preparation, execution and taking equipment into operation safely. This process is a documented activity (work orders, permits to work, LOTO-procedures) and needs contractor management

Module 7 & 8 Operating manuals and procedures is how to allow a safe concerted approach between management, processes and people. It is also a wrap up of the general *Operations Excellence* subjects covered in previous modules and how to manage events like abnormal process conditions, shut-down & turn-around, adoption plans and process trouble shooting

For more information: please visit www.Q8Research.com

For questions, please call +32 496 58 00 86 or send an email to mahaute@Q8.com