

Operational Audit and Performance Evaluation of

Operational Audit and Performance Evaluation of Process Production Facilities

Measuring Effectiveness, Efficiency Goal Achievement Alignment to Solomon Refinery Performance Indicators

4 Week Training Workshop

- ✓ Operational & Strategic Focus
- ✓ Project Processes
- ✓ QA/QC System for Processes
- ✓ Process Performance KPIs

A 4 Week Training Workshop

Program Overview

This Program builds strong Performance Analysis, Auditing and Management Skills in the participants.

It will build capabilities for verifying that the organization's policies, objectives, plans, processes, written procedures and all other elements of organization activities are being implemented, and are operating, effectively – achieving your organization's strategic goals.

You will Understand the Behaviour & Performance Required for Recognition in Your Department and Organization .

This program will also help you Identify Continuous Improvement Opportunities by...

1. Building a high level of understanding of all organization processes including for each process: What? How? Why? When? Risks? Impact on Strategic Goals?
2. Following a Very Practical Checklist approach to make learning relevant and applicable to On-the-Job Performance Needs.
3. Showing what is involved to bring organization's operations in Compliance with Good Management Practices and ISO-9001 requirements.

Program Content

1. Understanding Process Plant Performance
2. Identifying the Process Plant Processes
3. Understanding Internal & External Customer Expectations from Each process
4. Understanding Strategic Performance
5. Understanding the Key Performance Indicators
6. Identifying Leadership Performance
7. Identifying the Process Plant Leadership Processes
8. Step by Step Auditing the Process Plant
9. Analyzing the Audit Findings
10. Supporting the Operational Audit Findings
11. Selling the Audit Findings to its Customers
12. Supporting Implementation of Operational Audit Findings
13. Evaluating Follow-up Success
14. Reporting Follow-up Success
15. Documenting the Process Plant Operational Audit & Analysis Process
16. Workshop 1

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17. Workshop 2
18. Advanced Topics - More Details on Some Above Issues Important for Participants
19. Increasing Productivity through Using Standard Forms, Templates, Checklists to Perform the Work Processes
20. Performance Management System to Measure Level of Performance in the Above Processes - we will develop the KPIs for the Above Processes
21. Planning & Implementing a Departmental/Functional Knowledge Base
22. Workshop 3
23. Setting up Early warning system to Provide Decision Support System
24. Workshop 4
25. Aligning Performance to Organizational Vision, Mission & Strategic Objectives
26. Your Individualized Action Plan for Leadership in Your Department/Section/Function
27. Workshop 5
28. Performance Management System for Your Department/Section/Function
29. Your Individualized Action Plan
30. Program Recommendations

caught and remembered as his experience

Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways-

1. Quickly make the participants competent, effective and productive on their job. Useful especially for
 1. Training new employees
 2. Competency building in existing employees transferred to a new assignment
 3. Training prior to a new project or initiative planned in the organization
2. Help the employee do his job well by developing competencies related to-
 1. Relevant technical knowledge and skills
 2. Organizations' strategic objectives
 3. Needs and expectations of the stakeholders/customers (internal and external)
 4. Good management practices
 5. Identifying opportunities to exceed stakeholder/customer expectations
3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please

Program Outcomes and Takeaways

Euro Training is in the business of providing practically useful training programs.

Programs that -

1. Help the participant implement systems in his organization
2. Help the participant gain *multi-discipline* understanding of the issues related to Process Production Facilities so that he can incorporate the needs and expectations of all stakeholders and all his customers, in his improvement proposals and actions
3. Help build a knowledge framework in which job related experience can be

inquire about our post program mentoring plans).

Individual Career Benefits for Participants

1. You gain a multi-discipline understanding of the issues. That means, when you make proposals or decisions on your job, you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal and external).
2. The action plan you take away will help you make a difference in your business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).
3. Understanding and acting with understanding of the needs and expectations of your stakeholders/customers is known to enhance *job satisfaction* and reduce Monday morning blues.

This Program is Intended for...

Those new to the field take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

More experienced participants take away an individualized action plan as mentioned in the previous sections.

Implementation Teams: This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

Each participant will take away a memorable and potentially life changing experience from the program.

No limitations are being placed on who can attend. If you are interested in the program outcomes and takeaways, or feel you can benefit from the organizational and personal benefits mentioned above, you are welcome to register for this program. Program instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group.

Registration Recommendations

Team Nominations: This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

Single nominations will also be accepted for the program. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

For Latest Program Schedule Email

odf710-4@eurotraining.com

www.eurotraining.com/bro/odf710-4.php

REGISTRATION FORM	
Program:	Operational Audit and Performance Evaluation of Process Production Facilities Training (ODF170-4)
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
<u>Sponsored by:</u>	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

REGISTRATION INFORMATION

1. **To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
 - o USD \$17,800 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kula Lumpur is \$19,580 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. Refund will not be considered where the participants cancel his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
6. All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
7. It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
8. **Provisional Registration:** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.

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