Road Map to Operational Excellence in the Process Industries

This is a two and one half day seminar for you, the Process Industry Executive, Plant Manager and your Direct Reports who want to improve and sustain Operational Excellence in your plant(s), by creating a Zero Harm culture, using a Lean Manufacturing philosophy.

- Oil and Gas Production
- Pipelines
- Oil Refining
- Petrochemicals
- Chemicals
- Pharmaceuticals
- Power Utilities
- Mining and Minerals
PEi's Road Map to Operational Excellence
will lead to:

- Zero Harm Culture
- High Performance Organization and Workforce
- Lean Manufacturing
- Maximized Profits and Business Growth

A Systems-Based, Process-Focused, Best Practices Road Map to production centered Operational Excellence.

The Road Map to Operational Excellence seminar presents Mr. Pankoff’s latest thought leadership on achieving Operational Excellence throughout your plant’s value stream, using lean manufacturing principles and practices.

This seminar provides participants with a Road Map and the leadership skills required to reach the distinction of a Zero Harm culture and Operational Excellence.

Through interaction lectures and team exercises, Mr. Pankoff will present ten (10) core Operational Excellence systems. At the completion of the seminar, your organization will have not only a Road Map, but the knowledge and leadership skills of how to follow the Road Map to your Operational Excellence destination.
OBJECTIVES AND INTRODUCTION
Day 1 | 08:00 – 08:30

SESSION ONE
Day 1 | 08:30 – 09:30
Today’s Global Process Industries
Session One presents the current state of the global process industries. We will examine the external and internal opportunities, threats and trends that impact your plant’s performance.

Topics include:
• The Global Economy
• External Factors That Impact Plant Performance
• Internal Performance Limiting Factors
• The Need to Drive Operational Excellence

SESSION TWO
Day 1 | 09:30 – 10:30
PEi Operational Excellence Strategy®
Based on the need for change and continuous improvement established in Session One, Session Two presents the PEi Operational Excellence Strategy™. The Strategy is a systems based, process-focused, best practice Road Map to production centered Operational Excellence.

Topics include:
• Traditional Process Industry Manufacturing Models
• The Production Centered Model
• PEi Operational Excellence Strategy™
• Critical Success Factors

SESSION THREE
Day 1 | 10:30 – 12:00
Lean Manufacturing Excellence
Session Three presents the use of a lean manufacturing philosophy and its tools techniques and practices to achieve and sustain Operational Excellence in process plant operations.

Topics include:
• Lean Enterprise Thinking
• Total Quality Management
• Kaizen Principles
• Lean Practices (essential to Process Plant Manufacturing)

LUNCH
Day 1 | 12:00 – 01:00

SESSION FOUR
Day 1 | 01:00 – 02:30
Leadership Excellence
Session Four presents the leadership skills required to initiate and sustain significant change that achieves Operational Excellence.

Topics include:
• Strategic Direction
• Manufacturing Philosophy
• Communicating Strategic Change
• Leading Transformational Change
• Aligning the Organization
• Engaging the Workforce

BREAK
Day 1 | 02:30 – 03:00

SESSION FIVE
Day 1 | 03:00 – 04:30
Organizational Excellence
In Session Five, we will present a production centered, Operational Excellence organization structure. The PEi organization structure has been designed to ensure collaborative communications, workforce engagement, team work, high performance, and a Zero Harm culture.

Topics include:
• Organization Goals and Principles
• Organization Structure and Functions
• Key Job Positions
• Core Organization Competencies
• Workforce Engagement
• Cross Functional Team Working

SESSION SIX
Day 2 | 08:00 – 09:30
Zero Harm Excellence
Session Six presents a organization and human factors approach to creating a Zero Harm workforce culture. Emphasis is on an integrated approach to leading and managing safety at the center of production.

Topics include:
• Zero Harm Culture
• Abnormal Situations
• Human Factors
• Fitness for Duty
• Behavioral Based Safety
• Process Safety Management

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SESSION SEVEN  
Day 2 | 09:30 – 11:00  
Operations Integrity Excellence  
In Session Seven, we will present a multidimensional approach to achieving Operational Excellence, with Conduct of Operations (COP) as the bases. Emphasis is on how to use Operational Discipline (OD) to perform daily work activities in a highly disciplined and predictable manner.

Topics include:  
- Production Planning and Flow  
- Lean Daily Management  
- Conduct of Operations  
- Operational Discipline  
- Operator Driven Reliability  
- Shift Team Effectiveness  
- Operational Communications

SESSION NINE  
Day 2 | 01:00 – 02:30  
Information and Ergonomics Excellence  
In Session Nine we will present the information and human factors practices to achieve high performance at the center of production. Emphasis is on performance support information and human machine interface in control centers and the physical plant work environments.

Topics include:  
- Control Center Ergonomics  
- Physical Plant Ergonomics  
- Technology Support  
- Standardized Work  
- Information Support

BREAK  
Day 2 | 02:30 – 03:00

SESSION TEN  
Day 2 | 03:00 – 04:30  
Workforce Capability Excellence  
Session Ten presents the processes and their associated best practices required to develop an adaptable and capable production centered workforce. Having a defined workforce capability, based on your strategic direction, is essential to transforming performance into Operational Excellence.

Topics include:  
- Job Position Profiles  
- Manning Profiles  
- Staffing  
- Training  
- Rotation and Progression  
- Performance Management

SESSION ELEVEN  
Day 3 | 08:00 – 09:30  
Workforce Training and Performance Excellence  
In Session Eleven, we will present a systems approach to training new and incumbent production centered employees. Formal structured training and testing is essential to developing a capable and high performance workforce. Emphasis is on process operators, craft workers, engineers and front line supervisors.

Topics include:  
- PEi Production Training System  
- Production Fundamentals Training  
- Process Unit Training  
- Position Specific Training  
- Recurrent Training  
- Managing Training and Performance

SESSION TWELVE  
Day 3 | 09:30 – 11:00  
Strategic Management Excellence  
In Session Twelve, we will link the learning in the previous chapters into a Plant Leadership Team Strategic Management System. Emphasis is on attaining your plant’s strategic direction, while achieving your production plan and continuously improving your organization, operation and workforce capability.

Topics include:  
- Managing Strategic Direction  
- Managing the Production Plan  
- Managing Continuous Improvement  
- Managing Change  
- Managing Organizational Learning

CONCLUSION AND EVALUATION  
Day 3 | 11:00 – 11:30
KEY BENEFITS OF THIS SEMINAR

**Strategic Direction**
- A new perspective of the external and internal factors that are driving the need to achieve and sustain a Zero Harm culture and Operational Excellence.

**Improvement Strategy**
- An understanding of PEi’s Operational Excellence Strategy®, and how to deploy the Strategy in your organization to improve and sustain production centered Operational Excellence.

**Systems, Processes & Best Practices**
- A progressive vision and philosophy of process plant manufacturing that is production-centered and utilizes lean manufacturing principles and processes.
- The structure of a production centered organization that eliminates silos, improves cross functional communications and team work, and maximizes production centered employee engagement.
- How to integrate your current safety, health and environmental management systems into a “Zero Harm” based philosophy, using human factor and abnormal situation management practices.
- How to improve the performance and productivity of operations shift teams using AIChE Conduct of Operations (COO) and Operational Discipline (OD) best practices, and lean enterprise thinking.
- How to improve equipment lifecycle management by using integrated asset management teams and Total Productive Maintenance (TPM) best practices.
- How to create a production centered physical work environment that minimizes stress, enables high performance and supports shift team employees in meeting production and operational demands.
- How to improve your organization’s ability to ensure the correct balance of manpower in each production centered job position, and ensuring that each new and incumbent employee has the mental and physical attributes to perform to predetermined competency requirements.
- How to improve the training of new and incumbent production centered employees using a competency based, performance focused approach, that ensures a high level of operating unit process knowledge and job position competence.
- How to achieve and sustain Operational Excellence applying lean manufacturing practices adapted to the process industries.
- How to improve your production and continuous improvement management practices to meet production plan requirements, managing change and creating a learning organization.

**Seminar Workbook**
Each Participant will receive a workbook containing:
- Current industry best practices
- Industry standards
- Regulatory requirements
- PEi’s Production Centered Excellence Strategy

**Consultation**
Each plant will receive a one (1) hour no cost telephone consultation with Mr. Pankoff every year for three (3) years from the date of the seminar.
Jack A. Pankoff, Sr. is the Principle of Production Excellence, Inc.™ (PEi). Mr. Pankoff is a recognized international management consultant to the global process and related industries.

Mr. Pankoff has over 35 years of experience, consulting with, training and coaching Corporate Executives, Plant Managers and Plant Leadership Teams in:

- Leadership and Management
- Organization Capability
- Workforce Capability
- Loss Prevention and Control
- Lean Manufacturing
- Change Management

For over ten years Mr. Pankoff served as a key member of the Abnormal Situation Management Consortium (ASM).

During his tenure, Mr. Pankoff applied his expertise in leadership and management, organization and workforce capability and process safety management to ASM research projects. This included identifying problems facing process plants during abnormal conditions, and developing solution concepts and industry guidelines.

During the past twenty years Mr. Pankoff has trained over 2,000 executives, plant managers and staff professionals in Operational Excellence helping clients use industry research and best practices applications and improve their total plant performance.

His latest process plant management concept, the PEi Operational Excellence Strategy® is the result of applying his experience, research and learning to industry problems using a lean manufacturing philosophy.

Mr. Pankoff is a former manager of the Olin Chemical Corporation, holds an MBA and is a member of the American Society of Chemical Engineers (AIChE), the American Society of Safety Engineers (ASSE), the International Society for Performance Improvement (ISPI) and American Society for Quality (ASQ).

Mr. Pankoff founded and served as CEO of TTS Performance Systems, Inc. and the Center for Process Plant Management LLC, until he formed Production Excellence, Inc. (PEi) in 2009.
This informational and educational best practices seminar is only presented In-Company at the location of your choice.

Mr. Pankoff has designed the seminar to educate and align your plant leadership team and their direct reports on: a systems approach to Operational Excellence, using industry best practices that meet applicable regulatory requirements and process industry guidelines, based on a lean manufacturing philosophy.

This seminar provides a systems approach on how to: 1) design and implement Operational Excellence systems, 2) correct deficient systems and/or 3) improve existing systems.

For all In-Company presentations, Mr. Pankoff will meet with you at your plant prior to the seminar to discuss your strategic business goals and current situation. In addition Mr. Pankoff will take a tour of your manufacturing facilities to understand your manufacturing operations.

Throughout the seminar, Mr. Pankoff will ensure that the seminar presentation addresses your specific wants and needs.

SCHEDULE YOUR IN-COMPANY PRESENTATION TODAY

Call or email Jack A. Pankoff, Sr. at:

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