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COURSE BROCHURE

# Refinery Operating Discipline and Loss Elimination Training Course

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Registered in the United Kingdom and Saudi Arabia

# Refinery Operating Discipline and Loss Elimination Training Course

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Refinery Operating Discipline and Loss Elimination is a 1-week training course for refinery unit managers, shift superintendents and operations leaders, built around a unit loss elimination plan that each participant drafts for their own process unit. Thin refining margins, ageing equipment and a changing frontline workforce mean that small deviations in daily operation now decide whether a unit earns or bleeds. Jupiter Prime Training delivers this course for leaders who own refinery unit performance.

## Why Refinery Operating Discipline and Loss Elimination Matters Now

Three forces shape refinery operations today. Margin pressure from shifting fuel demand rewards units that hold yield, throughput and energy use steady shift after shift. Retirement of experienced board operators removes tacit knowledge faster than procedures capture it. A refinery that treats operating discipline as a leadership habit recovers margin hidden in giveaway, slop and unplanned slowdowns; one that does not absorbs repeated small losses. The course rests on structured operating limits, loss accounting and frontline coaching practice.

## Who Gains Most from Refinery Operating Discipline and Loss Elimination

- Leaders accountable for daily yield and energy performance of a process unit
- Shift leads responsible for handover quality and response to upsets
- Operations specialists who maintain operating limits, standing instructions and alarm settings
- Process and technical staff who quantify unit losses and propose corrective actions
- Planners linking unit constraints to the margin plan

The greatest benefit comes when a unit manager attends with the shift superintendents and process engineer of the same unit, so that one shared loss picture leaves the room.

## Refinery Operating Discipline and Loss Elimination Capabilities

Participants leave able to turn unit operation into a measured, coached practice.

- Specify operating envelopes with clear critical, standard and target limits — board operators and process safety reviewers
- Design a structured shift handover routine with defined content and verification — incoming shift leads
- Calculate unit losses from giveaway, slop, flaring, energy overuse and slowdowns — the refinery margin meeting
- Weigh competing loss reduction actions by margin recovered, effort and risk — unit and planning managers
- Apply frontline coaching conversations to correct drift in field and board practice — operators and field technicians
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Build a unit loss elimination plan with owners, measures and review rhythm — refinery operations leadership

## Key Refinery Operating Discipline and Loss Elimination Terms

- Operating envelope — the limits within which a process unit runs safely and profitably.
- Product giveaway — product quality delivered beyond specification that costs margin without earning a higher price.
- Normalisation of deviance — the gradual acceptance of running outside limits because earlier deviations caused no visible harm.
- Loss tree — a structured breakdown of the gap between a unit's possible and actual margin into named loss categories.
- Standing instruction — a temporary written direction to operators that needs an expiry and owner.
- Operator rounds — scheduled field checks that give early warning of losses.

## Refinery Operating Discipline and Loss Elimination Day by Day

### Day 1: Margin, Deviation and the Discipline Gap

- Refinery Margin Drivers — Where Unit Behaviour Moves Gross Margin
- Normalisation of Deviance Cases — Recognising Tolerated Drift Before Incidents
- Operating Discipline Self-Assessment — Locating Weak Habits in Each Shift
- Workforce Experience Mapping — Protecting Knowledge Held by Senior Operators
- Process Safety and Profit Links — Showing Leaders One Shared Agenda

### Day 2: Operating Envelopes and Shift Routines

- Critical, Standard and Target Limits — Setting Clear Boundaries for Board Operators
- Structured Shift Handover Logs — Securing Continuity of Unit Status
- Standing Instruction Control — Expiring Temporary Changes Before They Linger
- Alarm Rationalisation Review — Reducing Nuisance Alarms That Mask Upsets
- Operator Rounds Design — Turning Field Checks Into Early Warnings

### Day 3: Measuring and Classifying Unit Losses

- Unit Loss Tree — Splitting the Margin Gap Into Named Categories
- Product Giveaway Quantification — Valuing Quality Delivered Beyond Specification
- Slop, Flaring and Rerun Accounting — Tracing Hydrocarbon Lost to Rework
- Energy Intensity Tracking — Comparing Furnace and Steam Use Against Targets
- Unplanned Slowdown Logging — Capturing Rate Cuts and Their Causes

### Day 4: Leading Frontline Change

- Coaching Conversations at the Board — Correcting Drift Without Blame
- Field Observation Walks — Verifying Practice Against Written Procedure
- Daily Unit Performance Meetings — Prioritising the Day's Loss Actions
- Action Prioritisation Matrix — Ranking Fixes by Margin, Effort and Risk
- Recognition and Accountability Balance — Sustaining Habits Across Rotating Crews

## Day 5: Practising the Unit Loss Elimination Plan

- Envelope and Handover Gap Review — Applying Day Two Routines to a Unit Case
- Loss Tree Build for a Hydrotreater Case — Ranking Losses by Value
- Coaching Role Play on a Night Shift Upset — Practising Frontline Correction
- Measures and Review Rhythm — Choosing Indicators the Unit Will Track
- Unit Loss Elimination Plan — Completing Owners, Actions and Milestones

## Applying Refinery Operating Discipline and Loss Elimination After the Course

- Run a two-week loss tree exercise on one unit, valuing giveaway, slop and slowdowns.
- Introduce a structured shift handover log on one unit and audit ten handovers against it.

## Refinery Operating Discipline and Loss Elimination Questions FAQ

### What is refinery operating discipline and loss elimination, and why does it matter now?

It is the practice of running refinery units consistently within defined limits while measuring and removing everyday losses. It matters now because thin margins and retiring operators make small deviations costly.

### Which roles gain most from refinery operating discipline and loss elimination?

Unit managers, shift superintendents, operations specialists and process engineers gain most. Attending with colleagues from the same unit helps agree one view of its losses.

### How does refinery operating discipline and loss elimination differ from a refinery cost management course?

It focuses on frontline behaviour on the unit rather than budgets and cost accounting. You work on limits, handovers, loss trees and coaching.

### What do you bring back from refinery operating discipline and loss elimination?

You bring back a drafted plan for your own unit. It lists ranked losses with estimated value, routines to tighten, coaching actions, owners and measures.

## Refinery Operating Discipline and Loss Elimination: The Way Forward

The unit loss elimination plan first informs which two or three losses the unit attacks in the coming month and who owns each. Unit managers and shift superintendents use it in daily meetings. After its first review, revisit the operating envelope itself, since tighter practice often reveals limits that can safely move.