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COURSE BROCHURE

Advanced Multishift Operations Management Training Course

13 – 24 September 2027
Geneva

Advanced Multishift Operations Management Training Course

Ref: 419_14964 **Date:** 13 – 24 September 2027 **Location:** Geneva **Fees:** 12500 GBP

Multishift Operations Management is the subject of this 2-week advanced training course for shift managers, plant superintendents and leaders of 24/7 sites, who produce a Shift System Design Dossier for the operation they run. Continuous sites face tighter staffing, longer asset run times and growing scrutiny of fatigue, so the roster itself now shapes output, safety and retention. Jupiter Prime Training offers this course in multishift operations management.

Why Multishift Operations Management Matters Now

Three forces are reshaping round-the-clock sites: workforces that expect predictable rosters and adequate rest, scarce specialist skills that must be spread across every rotation, and owners who demand the same output and safety on the night shift as on days. A site that manages its shift system well keeps performance steady around the clock, controls overtime and keeps people; one that manages it poorly sees night-shift dips, fatigue-related incidents and a drain of experienced staff. The course rests on the Fatigue Risk Management System FRMS approach, the Plan-Do-Check-Act PDCA cycle and established shift pattern design principles for continuous operations.

Who Gains Most from Multishift Operations Management

- Managers responsible for roster design, staffing levels and overtime across rotating crews
- Superintendents accountable for consistent output, quality and safety on every shift
- Leaders who set shift log, briefing and communication standards for continuous sites
- Specialists who assess fatigue exposure and recommend rest and rotation limits
- Heads of function who report shift performance and staffing risk to senior management

A site group made up of the operations manager, a shift superintendent and the workforce planner gains most when attending together, because roster changes need all three to agree.

Multishift Operations Management Capabilities

Participants leave able to design and compare shift systems, staff them realistically, control fatigue exposure and hold performance level from the first shift of the rotation to the last.

- Design and compare shift patterns for continuous coverage — informing roster decisions with workforce representatives
- Calculate staffing levels, relief factors and overtime exposure — supporting budget holders
- Assess fatigue risk across rotations and set rest limits — protecting crews and safety managers
- Specify shift log and cross-shift briefing standards — serving incoming supervisors
- Measure performance consistency between shifts with shift KPIs — informing site leadership

- Build a change plan for introducing a new roster — engaging employees and their representatives

Key Multishift Operations Management Terms

- Shift Pattern — the repeating sequence of day, night and rest periods that a crew follows over a full rotation cycle.
- Relief Factor — the ratio of staff employed to posts filled, allowing for leave, training and sickness in continuous coverage.
- Fatigue Risk Management System — a data-driven way to identify, monitor and reduce fatigue-related risk in shift work.
- Rotation Direction — whether shifts move forward from days to evenings to nights, or backward, which affects recovery and sleep.
- Shift Log — the written record of events, plant status and decisions kept by each shift for continuity and review.
- Shift KPI — a performance measure reported per shift to reveal differences in output, quality, safety or downtime.

Multishift Operations Management Day by Day

Day 1: The Continuous Operation

- Continuous, Semi-Continuous and Day Operations — Choosing the Coverage Model
- Shift Operations Cost Drivers — Weighing Premiums, Overtime and Productivity
- Workforce Expectations on Rostering — Balancing Business Needs and Wellbeing
- Night Shift Performance Patterns — Recognising Dips in Output and Vigilance
- Multishift Health Check — Selecting Improvement Priorities for the Site

Day 2: Shift Pattern Design

- Eight- and Twelve-Hour Shift Systems — Comparing Coverage, Rest and Handovers
- Rotation Speed and Direction — Supporting Sleep and Recovery
- Fixed Versus Rotating Crews — Weighing Skills Balance and Fairness
- Weekend and Holiday Cover — Distributing Unsocial Hours Equitably
- Roster Modelling Spreadsheets — Testing Patterns Before Consultation

Day 3: Staffing Models and Workforce Planning

- Relief Factor Calculations — Sizing Crews for Continuous Coverage
- Minimum Manning and Critical Posts — Protecting Safe Staffing Levels
- Skills Matrices Across Crews — Spreading Specialist Competence Evenly
- Overtime and Call-Out Policies — Controlling Cost and Fatigue Together
- Contractor and Flexible Labour Use — Covering Peaks Without Diluting Skills

Day 4: Fatigue Risk Management

- Fatigue Risk Management System Elements — Building a Site-Level Approach
- Fatigue Risk Index Tools — Scoring Rosters for Exposure
- Limits on Consecutive Shifts and Hours — Setting Rest Rules
- Fatigue Reporting and Self-Assessment — Encouraging Early Declaration
- Controls for Safety-Critical Night Tasks — Scheduling High-Risk Work Wisely

Day 5: Continuity Between Shifts

- Structured Shift Handover Format — Transferring Status and Open Risks
- Shift Log Standards — Writing Entries the Next Shift Can Use
- Cross-Shift Briefing Routines — Aligning Priorities at Every Changeover
- Electronic Shift Logbooks — Searching Events and Trends Across Rotations
- Weekly Cross-Shift Meetings — Resolving Recurring Inter-Shift Issues

Day 6: Consistent Performance Across Crews

- Standard Work for Shift Routines — Reducing Variation Between Crews
- Shift Supervisor Leader Standard Work — Fixing Daily Supervisory Checks
- Skills Verification Per Crew — Confirming Every Shift Can Run the Site
- Benchmarking Crews Fairly — Comparing Shifts on Like-for-Like Conditions
- Coaching Lower-Performing Shifts — Closing Gaps Without Blame

Day 7: Shift KPIs and Reporting

- Shift KPI Sets — Measuring Output, Quality, Safety and Downtime by Shift
- Shift Performance Dashboards — Making Differences Visible to Leaders
- Absence, Overtime and Turnover Metrics — Tracking Roster Health
- Night and Weekend Incident Trends — Linking Events to Shift Timing
- PDCA Reviews of Shift Performance — Turning Measures Into Actions

Day 8: Leading Off-Hours Operations

- Off-Hours Decision Authority — Defining What Night Supervisors May Decide
- On-Call Management Arrangements — Supporting Night Crews Without Overload
- Emergency Response on Reduced Crews — Testing Night-Time Readiness
- Communication With Day Functions — Bridging Maintenance, Quality and Engineering
- Engagement of Night and Remote Crews — Keeping Them Informed and Included

Day 9: Changing a Shift System

- Roster Change Business Case — Linking Patterns to Cost and Risk
- Employee Consultation and Representation — Building Agreement on New Rosters
- Trial Rotations and Evaluation — Testing Patterns Before Full Rollout
- Transition Planning Between Rosters — Managing Leave and Pay Periods
- Post-Change Review Criteria — Confirming Benefits After Introduction

Day 10: Practising the Shift System Design Dossier

- Roster Redesign Case — Applying Pattern and Relief Factor Methods
- Fatigue Scoring Exercise — Testing a Proposed Rotation for Exposure
- Shift KPI Review Simulation — Diagnosing Gaps Between Crews
- Consultation Role Play — Presenting a Roster Change to Representatives
- Shift System Design Dossier — Completing Pattern, Staffing and Controls

Applying Multishift Operations Management After the Course

- Score the current roster with a fatigue risk index and propose one change to rest or rotation limits.
- Build a shift KPI comparison for the last quarter and agree two actions with the weakest performing shift.

Multishift Operations Management Questions FAQ

What is multishift operations management and why does it matter now?

It is the design and running of shift systems that keep a site operating safely around the clock. It matters now because staffing is tighter, fatigue is scrutinised more closely and owners expect steady output on every shift.

Which roles gain most from multishift operations management training?

Shift managers, plant superintendents, workforce planners and leaders of 24/7 sites gain most. They decide rosters, staffing levels and shift standards, so pattern design, fatigue controls and shift KPIs feed directly into their decisions.

How does multishift operations management differ from a team cooperation course?

It works on the shift system rather than on relationships inside one crew. A team cooperation course builds trust and conflict skills, while this subject designs rosters, staffing models, fatigue controls and performance measures for the whole site.

What do you bring back from multishift operations management training?

You bring back a Shift System Design Dossier for your site. It sets out the shift pattern, staffing model, fatigue controls, log and briefing standards and shift KPIs, ready for consultation with management and employees.

Multishift Operations Management: The Way Forward

The Shift System Design Dossier first informs whether the current roster should be kept, adjusted or replaced. Site managers, superintendents and workforce planners use it to staff crews and track shift performance. After the first rotation cycle under any change, it is worth revisiting fatigue scores and night-shift KPIs, since these show whether the new pattern truly works.