



*Conference:*  
*Building Operational Excellence in the Process*  
*Industry*

*14 - 18 September 2026*  
*Kuala Lumpur (Malaysia)*

## Conference: Building Operational Excellence in the Process Industry

Conference code: CO8183 From: 14 - 18 September 2026 Venue: Kuala Lumpur (Malaysia) - Conference Fees: 6300 € Euro

### Introduction

The process industry is capital-intensive and is characterized by strong and relentless international competition. Certain operations and processes are also high risk. This means that process companies need to be on the top of their game if they wish to survive and grow in these difficult conditions. Building Operational Excellence into the Process Industry has been designed to explain the main factors of operational excellence and how to build them into a coherent improvement programme for the process industry. The latest tools and techniques are introduced and explained with a minimum of jargon so that delegates can see how to use them in their situation.

The following aspects are covered in a straightforward way with case study examples being used to illustrate how best to apply them:

- Safety, risk, and continuity of operations
- People management
- Plant reliability
- Quality systems
- Costing

### Objectives

To provide a step-by-step guide to operational excellence - starting with foundations and building up to best practice that will deliver maximum business benefits. By virtue of dynamic participation in this seminar, it is to be expected that delegates will make a substantial, positive impact on the operational regime within their home organization. At the end of this seminar participants will have:

- A solid understanding of best practice techniques for achieving operational excellence
- An understanding of a range of technical and human risks and their implications to the operational organization.
- The ability to design a tailored operational improvement plan for their organization which tackles the major risk areas.
- A practical approach to developing an action plan to utilize these technologies in their own areas of responsibility, fitting them into the overall operations strategy, and measuring benefits

### Target Audience

- Operations managers and plant managers in the process industry
- Production and manufacturing supervisors responsible for day-to-day operations
- Process engineers, chemical engineers, and industrial engineers
- HSE Health, Safety & Environment professionals and safety officers

- Maintenance managers and reliability engineers
- Quality assurance and quality control professionals
- Continuous improvement, Lean, and Six Sigma practitioners
- Asset management and plant performance specialists
- Senior executives responsible for operational strategy and performance improvement
- Consultants in operational excellence, industrial efficiency, and process optimization
- Technical staff involved in safety, reliability, costing, and production systems

## Outlines

### Day 1: Safety

- Safety first
- Behavioral safety
- Risk Assessment
- Permits to Work, Hazard & Operability Studies and other common systems
- Analyzing Near Misses, Incidents & Accidents
- Complete Safety Management System

### Day 2: Continuity of Operations - Plant Reliability

- Operational Risks
- Vulnerability & Resilience Assessment
- Reliability Improvement
- Plant Asset Care
- Developing the Right Maintenance Strategy
- Agile Manufacturing

### Day 3: Quality

- Process Control
- Six Sigma: minimizing the six losses and seven wastes
- Continuous Improvement Model
- Quality Assurance
- Standard Operating Procedures

- Error Proofing Techniques

#### Day 4: Costing

- Costing systems
- Lean manufacturing
- Inventory control systems
- Life cycle approach to equipment selection
- Asset management
- Benchmarking

#### Day 5: People Management / Development

- Leadership
- Empowerment & Engagement
- Change Management
- Performance Management Systems
- Skills & Competency Development
- Problem Solving

## Registration form on the Conference: Building Operational Excellence in the Process Industry

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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