

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Operational Excellence in the Process Industry

Code	City	hotel	Start	End	price	Language - Hours
MA-126SA	Al Khobar	Hotel Meeting	2026-12-20	2026-12-24	12950 SR	En - 25

Why Choose this Course?

This course presents the best practices from High Reliability Organizations (HROs) with respect to both excellence and safety. HRO is a term that refers to industries such as oil and gas, process, nuclear and aviation, where they possess a high degree of reliability despite their hazardous environment. It shows how organizations can learn from failures and near misses, as well as from other industries. Operational excellence will cover aspects of safety, risk, reliability, and quality management. This will include best practice at both strategic and operational levels, as well as in specific areas that relate to management skills, reliability and decision analysis, benchmarking, and information systems.

This course will feature:

- Understanding of safety, risk and continuity of operations
- Development of people management skills
- Mastering techniques that can enhance plant reliability
- How to conduct benchmarking and quality systems auditing
- Applying decision analysis approaches

What are the Goals?

- Explain the benefits of acquiring best practices from HROs
- Show how activities play a part in helping their organization perform at a higher level

- Determine methods for generating and implementing effective performance metrics
- Use a process improvement methodology back at work
- Analyze critically the methodologies employed in the organization & implement improvements

Who is this Course for?

This course is highly recommended for all Operations, Maintenance, Reliability, Engineering and Technical Support staff. Also, this course is applicable to any person actively involved or contemplating safety, performance measurement, improvement and/or quality and reliability related activities.

This course is suitable to a wide range of professionals but will greatly benefit:

- Operations & Process Professionals
- Reliability & Safety Professionals
- Other professionals involved in process improvement

How will this be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes tutor facilitation, direct input, delegate discussions, case studies, reviews, interactive exercises and video.

The Course Content

Day One : Safety Systems and Risk Management

- Safety first
- Learning from failures

- Analyzing near misses, incidents & accidents
- Taxonomy of theories
- Risk assessment, Choice of case studies
- Types of recommendations

Day Two : Continuity of Operations – Plant Systems Reliability

- Coping with risks
- Defining reliability and resilience
- Reliability Centered Maintenance (RCM) techniques
- Fault Tree Analysis (FTA)
- Reliability Blok Diagram (RBD)
- Practical examples and case studies

Day Three : Case Studies from High Reliability Organizations (HROs)

- Case from Aviation industry
- Case from Process industry
- Case from Oil and Gas industry
- Case from Nuclear industry
- Group work and group presentations

Day Four : The Concept of Generic Lessons & Benchmarking

- Attributes of the generic lessons
- Best practice of learning from failures from different industries
- Best practice can be learned from worst practice
- The ten generic lessons and the three underpinning factors
- What is benchmarking? History of benchmarking
- Different methods of benchmarking and how they relate to each other

Day Five : A Model of Learning and Unlearning Excellence

- Adaptive organizational learning

- Routine dynamics
- The Decision-Making Grid (DMG) model
- A framework for analyzing near-misses and failures
- High severity with low frequency versus high severity with high frequency

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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