



An
On-Site
Workshop
for
Your Business



CIRCADIAN® presents:

Shiftwork Scheduling and Staffing Best Practices

A cutting edge education on how to improve shiftwork operations

AT THIS EDUCATIONAL WORKSHOP, YOU WILL LEARN HOW TO:

- Determine the best shift schedule for your operation ... and transfer ownership to the employees
- Successfully expand or contract from 5 and 7 day continuous operations
- Avoid the costly pitfalls of scheduling changes
- Benchmark your KPI's against other shiftwork operations
- Reduce plant costs, risks and liabilities and defer capital expenditures
- Improve employee health, safety and quality of life

BENEFITS OF AN ONSITE WORKSHOP

- ✓ Customizable to your organization's specific needs. Already have a schedule in mind and want to discuss pros and cons? Concerned about labor vs. management issues? No problem.
- ✓ As many participants as the room will hold – no need to pay additional attendee fees!
- ✓ An opportunity for managers to meet with CIRCADIAN® experts and get specific questions answered

WHAT PAST ATTENDEES
SAY ABOUT
OUR PROGRAMS:



“...very informative and helpful. Viable data driven solutions to improve the overall health and safety of our greatest asset, our employees.”

“An excellent workshop for any company who is thinking of re-evaluating shift schedules.”

“Excellent opportunity to interact with the experts. Learned a lot.”

“Workshop leaders were extremely knowledgeable and helpful.”

“Well worth the time and money. I will recommend this program to our corporate managers.”

“Very enlightening sessions professionally presented.”

“Thought I knew a lot about shiftwork and shift scheduling, but the new information shared was amazing.”

Shiftwork Scheduling and Staffing Best Practices Presented by CIRCADIAN

Workshop Content

THE BIOLOGICAL BASIS OF THE \$206 BILLION PROBLEM

This presentation provides the foundation for a better understanding of recoverable shiftwork costs and lost productivity:

- Design specs of the human machine
- Understanding the inherent physiological and social stress of shiftwork
- Identifying barriers to human performance
- Exposing the costs, risks, and liabilities of shiftwork
- Normative shiftwork KPI data

SCHEDULING FUNDAMENTALS

Number of crews, length of shifts, schedule patterns, fixed vs. rotating schedules, biocompatibility, personal preferences, staffing levels, overtime, family needs... all must be taken into account to rebalance production, reduce costs, and increase productivity. This session details the basics, including:

- The evolution of shift schedules in North America
- What constitutes a “biocompatible” or “user-friendly” schedule
- What makes a schedule socially acceptable
- What are the factual differences between 8 and 12 hour shifts
- What are the real differences between fixed vs. rotating schedules
- Reducing costs through improved scheduling
- Current trends in shift scheduling- what’s working and what’s not working

A PRODUCTIVE AND HUMANE WAY TO CHANGE SCHEDULES AND REBALANCE SHIFTS

Learn how to make the process productive rather than divisive. This session will provide practical information on how to create a positive and collaborative change process that will achieve your objectives and yield optimal benefits. Subjects to be covered include:

- How to position the change and achieve buy-in
- Determining the best schedule for your site
- Facilitating union/management participation — even when employee relations are strained
- Achieving cost neutrality
- Avoiding implementation pitfalls



ADVANCED SHIFTWORK PRACTICES

This presentation will provide in-depth information on the latest research in staffing and shift scheduling, with practical knowledge you can bring back to your company. Subjects include:

- Examples of 8, 10, and 12-hour schedules
- Examples of fixed, rotating, and combination schedules
- Optimizing staffing and crewing levels
- Proportional staffing/flexible scheduling
- 5- to 7-Day Expansion Strategies
- Benefits of schedule management software

OPEN DISCUSSION AND REVIEW

This time is allocated for addressing the specific problems, issues, and concerns of the participants, as well as to review and/or elaborate on any material previously covered. All shiftwork and shift scheduling related topics are open for discussion, and CIRCADIAN's seminar Directors will answer your questions and address your situations factually, and recommend their best technical and tactical solutions.

FATIGUE AND HUMAN ERROR – INNOVATIVE STRATEGIES FOR COST AND RISK REDUCTION

This session examines creative methods for reducing production errors and accidents caused by the growing problem of fatigue-related human error. Help your employees and supervisors identify the warning signs of fatigue impairment, and learn how to mitigate new liability risks related to shiftwork. This session includes:

- What is fatigue?
- What are its manifestations and costs?
- How can it be identified and quantified?
- Building an effective business case for addressing the inherent costs, risks, and liabilities of fatigue related human error
- Developing and implementing an effective fatigue management program
- Measuring tangible ROI

Air Liquide
American Airlines
Amgen
Austin Travis County EMS
Barrick Goldstrike
BP
CN Rail
Caterpillar
Chevron Refining
Chevron-Texaco Pipeline
Colgate-Palmolive
ConAgra
Cox Target Communications
Dart Transit
Duke Energy
Dupre Transport
Eaton Automotive
Eli Lilly & Company
Energy
ExxonMobil
Freeport-McMoRan
Genentech
General Electric
General Mills
International Paper
Intek Plastics
Kennecott Mining
Kraft Foods
Lincoln Electric
MeadWestvaco
Milliken Textiles
Mobil Chemical
National Grid
Nordyne
Peabody Energy
Pfizer
Qimonda Semiconductor
Quad Graphics
Reckitt Benckiser
Schlumberger
Shell Refining and Pipeline
SIEMENS Automotive
Southern Cal Edison
Three Mile Island
Tidewater Marine
ThyssenKripp Waupaca
Toronto Police
Toyota Automotive
Unilever
Welded Tube of Canada
Weyerhaeuser

In a Sticky Situation Right Now?

Some times problems are pressing, and you just can't wait for a seminar. If you need immediate help with scheduling or shiftwork problems, call us at 1-800-284-5001. We'll be glad to help.

Managing a Shiftwork Lifestyle Program

A live training workshop for your employees and their spouses or partners. Full of practical information to improve the safety, health and well-being of shiftworkers.

Fatigue Training Online

A web-based program designed to deliver cost-effective and consistent fatigue training and education to widely diverse workforces. Tailored to address the needs of specific industries and market sectors, the program is narrated and includes video and interactive comprehension tests.

About CIRCADIAN®

CIRCADIAN is the pioneer and leading research, consulting and technology firm in the field of shiftwork and work scheduling. Supported by 30 years of research and field application experience, CIRCADIAN has become the only full service provider of workforce optimization products and services. CIRCADIAN has helped hundreds of leading companies throughout the world improve productivity, safety, employee health, performance, and quality of life in all types of around-the-clock industries. CIRCADIAN was founded by Dr. Martin Moore-Ede, an internationally recognized expert on human alertness and circadian physiology. Dr. Moore-Ede is also the founder of the Institute of Circadian Physiology and a former professor at the Harvard Medical School.

WANT ADDITIONAL INFORMATION ABOUT ... ?



- Shiftwork Strategy
- Fatigue Risk Management
- On-site Seminars
- Shift Scheduling Optimization
- Training for Shiftworkers/ Spouses
- Staffing Level Optimization
- Shiftwork Research Studies

Call us at **1-800-284-5001**
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Or come visit us online at:
www.circadian.com