Rostering and Shiftwork for Aviation

INDUSTRY OVERVIEW LINK TO PROGRAM:
Dynamic workloads are synonymous with the aviation industry and create additional complexities for managers and employees trying to roster qualified staff to ever changing coverage requirements. Most airport operations know when their workload peaks and troughs occur. The critical question is how to best match this workload and keep it attractive for employees working these hours.

Providing appropriate service levels, minimising labour costs and providing qualified staff to ever changing coverage requirements is a challenge and requires balancing business, employee and health/safety needs. A roster optimal solution to fit today’s needs does not always work for tomorrow’s or next week’s needs.

Workloads for airport operations vary due to:
- Flight preferences for certain times of the day and specific days of the week
- Changes to flight schedules
- Different passenger loading on aircraft
- The size and location of the facilities
- Individual traveller needs
- Unplanned delays associated with weather, congestion, malfunctions, etc.

At the heart of finding a sweet spot between service level and cost for any operation or work area, are the base rosters used to allocate staff to different hours of the day and week. These rosters need to satisfy not only business needs, but also employee and health/safety needs.

Indicators of inefficient rosters and rostering practices include:
- Inabilities to match staffing with your workload profiles
- Requiring more administrative time and resources to manage your hours of work
- Inflexibility to deploy labour on short notice
- Relying heavily on overtime and casual labour to cover peak periods
- Not fully utilising individuals (overstaffing) during non-peak periods
- Not being able to put together the best mix of skills or the right mix of full time, part time and casual employees
- Supervisors not getting enough contact time with their team to manage them well
- Outdated clauses and practices in your employment agreement regarding rosters, hours of work, pay and benefits

WHY YOU CANNOT MISS THIS EVENT?
It is possible to design rosters that provide staffing flexibility for managers while maintaining key benefits for employees such as predictability and time off.

Optimal roster design and implementation for multi-shift operations is a specialist profession that is developed over many years of project experience. Many of the databases, processes and systems used to assist with optimal roster design and implementation have been developed in house and are not publically available.

Participants at this workshop can expect to gain valuable insight into the design and implementation of rosters for multi-shift operations and develop potential solutions to satisfy their own roster problems.

This training workshop will demonstrate proper rostering principles and other considerations for roster design. During the workshop we will step through key factors for evaluating different rosters and work practices.

This workshop focuses on the business, employee and health/safety needs of your respective work area(s) and how to use this information to evaluate the performance of your current rosters and to design alternatives that better satisfy these needs.

This workshop is highly interactive, will focus on specific roster and shiftwork interests identified by delegates and provide options and strategies to address existing rostering issues.
WHO SHOULD ATTEND?
The target audience for this workshop can be anyone managing or responsible for managing rosters and shiftwork operations within the aviation industry including major and regional airlines, international and regional airports, customs and border protection, biosecurity, refuelers, catering, mail, cargo, customer service, security and other services.

- Operations GM/Managers/Supervisors
- Duty Managers/Supervisors
- Shift Managers
- Reliability/Engineering Managers
- Operational Excellence/Continuous Improvement
- HR Managers
- Resource/Planning Managers
- Rostering Managers/Supervisors
- Scheduling Managers
- Team Leaders
- Employee Relations Managers
- Labour Relations Managers
- OH&S Managers

KEY BENEFITS OF ATTENDING
- PROVIDE SPECIALISED KNOWLEDGE about roster design and the management of multi-shift operations
- DISCUSS optimal rosters that increase workplace productivity, reduce costs and improve employee relations
- IDENTIFY the hidden costs associated with your rosters
- ANALYSE key business, employee and health/safety requirements
- PROVIDE ANSWERS to your rostering questions
- SHOW how to improve utilisation of both equipment and labour resources
- EXAMINE rostering solutions from different industries and operations
- EXPLORE strategies and methodologies for implementing and managing change in a multi-shift environment
- PROVIDE health, lifestyle and fatigue information related to living well with shiftwork

ABOUT YOUR COURSE LEADER
James (Jim) Huemmer
Director of Shiftwork Solutions

James (Jim) Huemmer is the Director of Shiftwork Solutions and has over 24 years of experience working as an hour of work specialist for operations all over the world.

Mr. Huemmer founded Shiftwork Solutions, a specialist consulting firm, to focus on the design and implementation of optimal work shift rosters. Shiftwork Solutions has offices based in Australia and in South Africa.

Shiftwork Solutions design optimal roster solutions for all types of operations and industries and in many different geographical and cultural environments. Shiftwork Solutions use a consultative approach to roster design that works directly with managers, supervisors, employees, unions and families to obtain information and their participation during the roster design and implementation process.

Personally, Jim has developed roster solutions for hundreds of different organizations including refineries, power plants, maritime operations, manufacturers, IT service providers, airlines, command centres, mining operations, shopping centres, casinos, health care services, and defense force operations.

Jim holds a Bachelor of Science Degree in Electrical Engineering from Purdue University (awarded 1980) and a Master of Business Administration from the University of California at Berkeley (awarded 1989). Jim’s sleep research training came under the direction of Dr. Richard Coleman, former co-director of the Stanford University Sleep Disorders Clinic (1990-1995).
SESSION 1: ROSTER DESIGN, EVALUATION AND CHANGE MANAGEMENT PROCESS
- Identify rostering needs and goals of individual delegates
- Review symptoms found in inefficient schedules
- Evaluate current roster performance
- Identify information needs required for optimal roster design criteria
- Discuss process requirements to achieve proper roster design and implementation
- Review current labour laws, roster models and hours of work used in different industries

SESSION 2: INITIAL BUSINESS CONSIDERATIONS
- Develop workload profiles that show fluctuations in demands for specific work areas
- Convert workload data into staffing requirements
- Plan for maintenance activities and scheduled shutdowns
- Review cost of straight time hours, shift premiums and overtime hours
- Calculate roster costs, benefits and opportunities

SESSION 3: ADDITIONAL BUSINESS CONSIDERATIONS
- Increase production capacity to meet changing or growing workload
- Identify hidden roster costs and potential savings
- Build in training, communication and special project workload
- Determine optimal skill sets and supervisor/employee correlation

SESSION 4: EMPLOYEE CONSIDERATIONS
- Review employee preferences/data/trends from shiftwork database
- Determine interest and strategy for employee participation
- Discuss options for different shift lengths, shift rotations, and permanent shifts
- Design systems for providing adequate relief coverage

SESSION 5: CREW AND STAFFING CONSIDERATIONS
- Discuss strategies for residential and long distance commute based operations
- Evaluate roster impacts on crew/team structures
- Discuss options for managing annual leave
- Reduce absenteeism and turnover through placement of time off

SESSION 6: ALTERNATIVE ROSTER DESIGNS
- Develop multiple roster models to address specific business, employee and health/safety needs
- Compare key features and benefits of each roster model
- Design roster selection process
- Develop transition rosters that maintain production

SESSION 7: IMPLEMENTING CHANGE
- Determine the level of participation from employees and employee representatives
- Set up trial period parameters and conditions
- Design cost neutral conversions of existing work rules and policies, pay and benefits
- Identify performance indicators and follow up strategies

SESSION 8: HEALTH, SAFETY AND FATIGUE
- Understand fatigue related risks in the workplace – identification, assessment and control
- Identify roster considerations to minimise fatigue
- Discuss key components of a fatigue management plan, including responsibilities
- Review and interpret employee sleep research results and employee sleep patterns
- Evaluate length of work cycles, shift rotations and time off between work cycles
- Distinguish between safety issues and employee preferences for time off and other preferences
- Review employee health education and lifestyle considerations

COURSE SUMMARY, EVALUATION AND CLOSE

Register Now
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Rostering and Shiftwork for Aviation
22 - 23 April 2015 | Kuala Lumpur, Malaysia

COMPANY DETAILS

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ATTENDEE DETAILS

1. Name
   Job Title
   Tel
   Email

2. Name
   Job Title
   Tel
   Email

3. Name
   Job Title
   Tel
   Email

4. Name
   Job Title
   Tel
   Email

5. Name
   Job Title
   Tel
   Email

APPROVAL

NB: Signatory must be authorised on behalf of contracting organisation.

Name
Email
Tel
Authorising Signature

COURSE FEES

USD 2195 per delegate

☐ Kuala Lumpur, Malaysia
☐ Documentation Package USD 495

All options inclusive of course papers, luncheon, refreshments and service charge.

PAYMENT DETAILS

Payment is due in 5 working days. By signing and returning this form, you are accepting our terms and conditions.

Please debit my: ☐ VISA  ☐ MasterCard

Card Number

CVC/CVV2  ☐ This three-digit CVC/CVV2 number is printed on the signature panel on the back of the card immediately after the card’s account number.

Card Issuing Bank: Card Issuing Country:
Cardholders Name
Expiry Date
Cardholders Signature

TERMS & CONDITIONS

1. The course fee is inclusive of the event proceedings, materials, refreshment and lunch.

2. Upon receipt of the complete registration form, invoice will be issued. Trueventus requests that all payments be made within 5 working days of the invoice being issued. Full payment must be received prior to the event date. Any payments that have made full payment will be admitted to event. Clients are responsible for their own banking fees and banking fees will not be absorbed into the booking price.

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7. Client hereby agrees that he/she exclusively authorizes Trueventus charge the credit card with details listed above for the cancelled or postponed fees. This regulation from as a contract that is valid, binding and enforceable. He/she at any time will not be refunded or be entitled to any monies. Trueventus reserves the right to charge the client USD 30 processing fee.

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