COURSE OVERVIEW TM0106
Improving Productivity through Quality Enhancement & Cost Reduction

Course Title
Improving Productivity through Quality Enhancement & Cost Reduction

Course Date/Venue
Please see page 3

Course Reference
TM0106

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of improving productivity through quality enhancement and cost reduction. It covers the concept and types of productivity; the total factor of productivity; measuring productivity; the levels at which productivity is measured; the external and internal factors and techniques of productivity improvement; the pareto method, ishikawa fish-bone diagram, six sigma and lean principles; and the non-value-added analysis, the 'focus' method and improving productivity through quality.

During this interactive course, participants will learn the quality assurance, quality control, total quality management and quality responsibilities; the change management and continuous improvement; setting-up cost reduction program; the cost reduction opportunities, streamlining the organization and the ESSA method; the smart practices for increasing productivity, cost savings opportunities and barriers to a cost cutting program; and the performance management, KPI, balanced scorecards and benchmarking.

Course Objectives

Upon the successful completion of this course, each participant will:-

- Apply and gain an in-depth knowledge on improving productivity through quality enhancement and cost reduction
- Discuss the concept of productivity and identify the types and total factor of productivity
- Carryout productivity and profitability
- Measure productivity and identify the levels at which productivity is measured
- Employ external and internal factors and techniques of productivity improvement as well as pareto method, ishikawa fish-bone diagram, six sigma and lean principles
- Apply non-value added analysis, the 'focus' method and improving productivity through quality
- Recognize quality assurance, quality control, total quality management, quality responsibilities and management
- Illustrate change management, continuous improvement and improving productivity through cost reduction
- Set-up cost reduction program, apply cost reduction opportunities and streamline organization and the ESSA method
- Implement smart practices for increasing productivity, cost savings opportunities and barriers to a cost cutting program
- Carryout performance management, KPI, balanced scorecards and benchmarking

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of improving productivity through quality enhancement and cost reduction for managers, supervisors and those who are responsible for, or indirectly involved in, a cost or profit center or a quality improvement function.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Date/Venue

Session(s)	Date	Venue
1	August 18-22, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
2	October 20-24, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	December 07-11, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	February 16-20, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
London/ Madrid/ Athens	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Karl Thanasis, PEng, MSc, MBA, BSc, is a **Senior Engineer & Management Consultant** with over **30 years** of practical experience within the **Oil**, **Gas**, **Refinery** and **Petrochemical** industries. His wide expertise includes Root Cause Analysis (**RCA**), **Root Cause Analysis** Techniques & Methodologies, Root Cause Failure Analysis (**RCFA**), **Root Cause Analysis** Study, Fundamentals of **Root Cause Analysis**, **Root Cause Analysis** for Process Upset, **Root Cause Analysis** for Process Engineers, **Process Plant** Optimization Technology & Continuous Improvement, **Process Engineering Calculations**, **Process Plant** Start Up & Commissioning, Applied **Process Engineering** Elements**, Coke Cooler**, **Process Plant** Start-up & Commissioning, **Process Plant** Troubleshooting, **Operations Abnormalities & Plant Upset**, **Process Equipment** Applications & Troubleshooting, **Process Plant Performance & Efficiency**, **Gas Sweetening & Sulphur Recovery**, **Distillation-Column** Control & Troubleshooting, **Oil Movement & Troubleshooting**, **Process Plant Operations & Control**, **Process Equipment** Operation, **Fired Heaters & Air Coolers** Maintenance, **Heat Exchangers**, **Pumps & Compressors**, **Crude Desalter**, **Pressure Vessels & Valves**, **Steam Trapping & Control**, **Pumps & Valve** Maintenance & Troubleshooting, **Turbomachinery**, **Mechanical Alignment**, **Rotating Equipments**, **Diesel Generators**, **Lubrication** Technology, **Bearing**, **Predictive & Preventive** Maintenance, **Root Cause Analysis**, **Boilers**, **Oil Field** Operation, **Production** Operation, Plant Operation & Commissioning, **Crude Oil De Salting** Process, **Gas Conditioning**, **NGL Recovery & NGL Fractionation**, **Flare** System, **Storage Tanks**, **Oil Recovery** System and **Chemical Injection**.

Mr. Thanasis has acquired his thorough and practical experience as the **Project Manager**, **Plant Manager**, **Area Manager - Equipment Construction**, **Construction Superintendent**, **Project Engineer** and **Design Engineer**. His duties covered **Plant Preliminary Design**, **Plant Operation**, **Write-up** of **Capital Proposal**, **Investment Approval**, **Bid Evaluation**, **Technical Contract Write-up**, **Construction** and **Sub-contractor Follow up**, **Lab Analysis**, **Sludge Drying** and **Management** of **Sludge Odor** and **Removal**. He has worked in various companies worldwide in the **USA**, **Germany**, **England** and **Greece**.

Mr. Thanasis is a **Registered Professional Engineer** in the **USA** and **Greece** and has a **Master** and **Bachelor** degrees in **Mechanical Engineering** with **Honours** from the **Purdue University** and **SIU** in **USA** respectively as well as an **MBA** from the **University of Phoenix** in **USA**. Further, he is a **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a **Certified Instructor/Trainer**.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0900	***Productivity the Concept***
0900– 0930	***Types of Productivity***
0930 – 0945	*Break*
0945 – 1100	***Total Factor Productivity***
1100 – 1200	***Productivity & Production***
1200 – 1230	***Productivity & Profitability***
1230 – 1245	*Break*
1245 – 1330	***The Objectives of Measuring Productivity***
1330 – 1420	***Levels at Which Productivity is Measured***
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Productivity Improvement-External & Internal Factors & Techniques***
0830 – 0930	***Pareto Method***
0930 – 0945	*Break*
0945 – 1030	***Ishikawa Fish-Bone Diagram***
1030– 1100	***Six Sigma***
1230 – 1245	*Break*
1245 – 1330	***Lean Principles***
1330 – 1420	***Non Value Added Analysis***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***The 'Focus' Method***
0830 – 0930	***Improving Productivity Through Quality***
0930 – 0945	*Break*
0945 – 1030	***Quality Assurance***
1030– 1100	***Quality Control***
1230 – 1245	*Break*
1245 – 1330	***Total Quality Management***
1330 – 1420	***Quality Responsibilities & Management***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***Change Management***
0830 – 0930	***Continuous Improvement***
0930 – 0945	*Break*
0945 – 1030	***Improving Productivity Through Cost Reduction***
1030– 1100	***Setting Up a Cost Reduction Program***
1230 – 1245	*Break*
1245 – 1330	***Cost Reduction Opportunities***
1330 – 1420	***Streamlining the Organization & the ESSA Method***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***SMART Practices for Increasing Productivity***
0830 – 0930	***Cost Savings Opportunities***
0930 – 0945	*Break*
0945 – 1130	***Barriers to a Cost Cutting Program***
1130 – 1230	***Performance Management***
1230 – 1245	*Break*
1245 – 1315	***KPI & Balanced Scorecards***
1315– 1345	***Benchmarking***
1345 – 1400	***Course Conclusion***
1400 – 1415	***POST- TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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