



Your Plant Personnel: Asset or Liability?

Training Determines the Difference

32% of O & G industry survey respondents said skills shortage was among the largest threats particularly in subsea and LNG operations where the shortage is felt in terms of project costs and delays. This threat rated second only to economic instability at 34%.

Oil and Gas Workforce Report
Published by oilcareers.com and Air Energi March 2013

What if you could...

- Increase your people's performance quality for better plant profitability?
- Train your operators safely, off line, on situations specific to your facility?
- Increase personnel retention without breaking your payroll budget?
- Have greater flexibility in how, when and where you train your people?
- Measure your people's training performance?
- Keep your personnel up-to-date on automation technologies they could apply to enhance your facility?

Automation technologies in your facility are changing, regulation is increasing, and you're more susceptible to safety and cyber security issues. At the same time, you're being squeezed by demands for increased production with fewer resources. Often one of the first operating costs to be overlooked or slashed is personnel training. But research has shown across process industries that trained personnel boost—rather than deplete—productivity and profits. One study noted that companies that spent 6% to 10% of an automation project budget on training had double the success rate over companies that invested 4% or less.* Another major operations cost you face is personnel turnover. Studies show that over 50% of recruits will leave within 2 years; 70% of organizations report negative impacts on profits from this turnover. Yet 88% of recruits interviewed say they leave for reasons other than pay.** Training and retaining capable personnel to run your facility at peak performance is clearly a worthwhile investment. The issue then is finding the right training at a justifiable price, with flexibility to meet your personnel schedules and operations needs.

ACQUIRING AND RETAINING QUALIFIED PEOPLE IS A MAJOR CHALLENGE

You're faced with a shortage of engineering and technical graduates with practical knowledge or experience in automation. On top of that, a large number of your staff automation experts will soon be retiring. Those experts will take with them their experience and knowledge, and you don't have a process to transfer their knowledge. You're focused on running the plant and can't let your experienced operations people leave their posts to train new people and, your budget for third-party training is limited.

MISSED PROFITABILITY GOALS

Too many hours spent on unnecessary or improper maintenance and sub-optimal production processes have led to off-spec product you've had to re-work or sell at lower margins. Operator errors have also led to energy waste, contamination and even unplanned shutdowns. And the high rate of new employee turnover is having a big impact on operating costs. You haven't had time to research, budget and implement ways to maximize engineering, technology, or best practices—but you know your facility is hitting lower profitability margins than what it's capable of delivering.

MAINTAINING A SAFE, SECURE ENVIRONMENT

It's hard to keep up with changing and more restrictive rules and regulations. Your aging infrastructure puts personnel at risk and impacts production. Improper maintenance practices add to your risks, with employees taking short cuts on safety practices, not fully understanding their impacts. And with more of your process information coming from on-line sources, you're susceptible to malicious attacks and intellectual property theft.

*White Paper "Skill Level and Training Key Factors in IT Project Success" Peter McStravick and Cushing Anderson, October, 2006

**University of Scranton report, 2009

EDUCATIONAL SERVICES

CUSTOMIZED, FLEXIBLE TRAINING DESIGNED TO YOUR NEEDS

Comprehensive training programs from a single-source are designed to your requirements—whether by job role, application, or installed base. You can also get individualized, customized training with flexibility to work within schedules and shifts. Training modules are offered in an easy, intuitive environment and in a variety of formats including e-learning, virtual, and instructor-led. By continually increasing your employees' skills, you empower them with a sense of ownership in the operation's results—a proven ingredient in employee satisfaction and increased retention.

TRAINING FROM THE EXPERTS

Reduced operator error and increased operations skills can directly impact your facility's bottom line. Emerson instructors' application expertise and practical field experience can dramatically boost your personnel's skills and performance. The breadth of course offerings is drawn from multiple disciplines—control, measurement, regulating and automation—and built to your business needs. Evergreen training keeps your people up to date on the latest technologies, enabling them to uncover new process improvement opportunities within their applications.

MEASURABLE HANDS-ON TRAINING FOR REAL-LIFE SITUATIONS

Hands-on training provides your team with practical application skills to help ensure your facility's performance levels and profits—more safely. Emerson experts offer training on the entire automation environment—from field devices to control systems, to maintenance procedures. Objective-based training provides in-depth, product-specific procedures for proper operation and maintenance, in addition to simulation that replicates real-life situations and upsets. Emerson can customize a curriculum that trains your personnel in the actual operation of your facility while tracking and measuring their performance. This training can help up-skill your team to help drive more reliable, more profitable operations.

“I got a lot of information that is applicable to valves used in our plant. ..now I feel I can fix issues with certain valves.”

Plant Engineer
Fisher Valve Student

“The course was very helpful. The in-class exercises that we did ourselves will definitely help me set up our systems at our plant.”

Engineer
Systems Student



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