

# Operations Excellence



## Human Reliability

We believe that the root cause of process, system, and equipment reliability is human reliability. Our approach to Operations Excellence reduces human errors to increase plant availability, lower equipment risk, and improve lost opportunity by:

- ✓ Ensuring accurate, complete information and data exchange in operations
- ✓ Development of a process and procedures based culture
- ✓ Establishing effective management, improvement & sustainability of operations practices
- ✓ Limiting the impact of experience loss due to turnover

## Our Philosophy Drives Results

Consistent, safe, reliable operations start with a well-defined operations program. RMG's boots-on-the-ground approach to implementation emphasizes collaboration and field coaching to ensure new processes are adopted, effective, and producing sustainable results.

### Operations Excellence Enables World Class Performance

#### Stable Processes

- ✓ Reduce unproductive churn by clarifying operations processes and accountabilities
- ✓ Ensure procedures, checklists, and operator aids are used and useful
- ✓ Manage risks from unusual operations with simple, defined processes

#### Systems and Technology Integration

- ✓ Make best use of technology to communicate important operations information

- ✓ Ensure key information and directions are clearly communicated and not lost in daily emails
- ✓ Ensure accurate and timely input to corrective maintenance processes

#### People

- ✓ Ensure critical information is not dropped during hand offs between rotating shifts
- ✓ Stop serious events resulting from simple errors in communications
- ✓ Drive consistent, quality on-the-job training

## RMG's Unique Operations Excellence Assessment Grid

Offering a comprehensive review of the site's operations processes and procedures  
Tailorable with key processes for each industry

6	Leadership	Roles & Accountabilities	Leadership Communication	Process Change Control	Event Reporting & Management	Continuous Improvement	Operational Discipline	Safety & Environment Leadership	
5	Training	Training Requirements	Training Materials	Initial Training	Ongoing Training	Process Change & Modifications Training			
4	Key Industry Processes	Housekeeping	Drawings and P&IDs	Process Chemistry & Chemical Safety	Fire Protection	Bulk Material Management	Arc Flash Safety	System Operation and Reliability	
3	Maintenance & Modifications	Operations Testing & Maintenance	Work Identification	Maintenance by Operations	Energy Control	Work Coordination	Post-maintenance & Off-normal Testing	Process Software & Controls Configuration	Plant Modifications
2	Monitoring & Control	Monitor Critical Parameters	Startups & Shutdowns	Normal Operating Procedures	Off-normal Operating Procedures	Alarm Response Procedures	Emergency Procedures	Control Room Environment	Human Performance Tools
1	Information & Communication	Shift Turnover	Shift Meetings	Pre-Task Briefings	Verbal Communication	Written Communication	Status Monitoring	Logs	Equipment Labels & Operator Aids

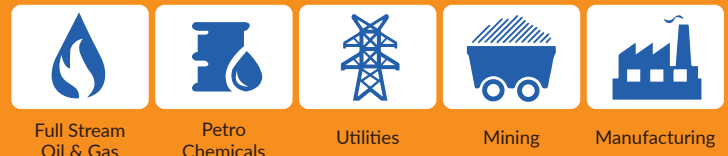
Measuring over 43 criteria  
in 6 major areas



## Key Outcomes of Operations Excellence Implementation

- ✓ Improves Overall Asset Management
- ✓ Improves Energy Intensity Index (EII)
- ✓ Increases Asset Availability
- ✓ Improves Personnel / Equipment / Environmental Safety
- ✓ Reduces Unplanned Capacity Loss
- ✓ Improve Ownership and Pride on Operating Crews
- ✓ Increases Mean Time Between Failure (MTBF)
- ✓ Improves On-Test Results - Product Compliance

## Industries



## Some of our Customers

