MTS World Inc.
Because Technology Depends On People

About The *MTS*™ TETRA Technologies Project

Description of the Project

TETRA Technologies was building a new calcium chloride plant in El Dorado, Arkansas. The production manager had experience with MTS through a previous project and brought MTS in to design and implement an operations and maintenance training system.

Design Phase: MTS analyzed the processes of the facility and determined the need to:

- write 26 site-specific operations training manuals
- incorporate 18 off-the-shelf operations training manuals and 20 maintenance trainings manuals into the training system.

Documentation Phase: MTS consultants wrote the 26 operations based on process descriptions, interviews with design engineers and P&IDs.

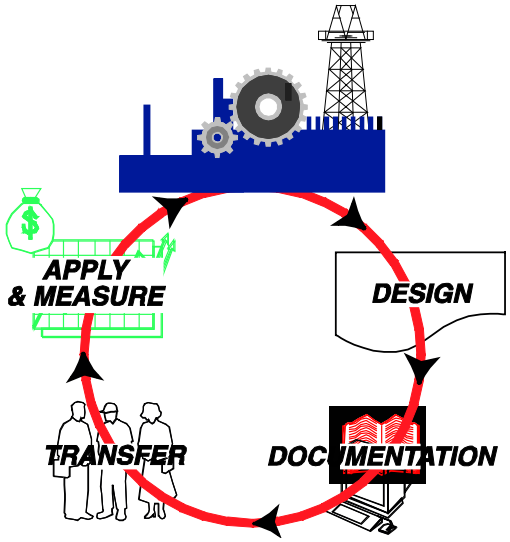
Transfer Phase: TETRA operations and maintenance personnel were trained using the site-specific manuals and the manuals from the MTS Library of over 1,400 manuals in time for commissioning and startup of the plant.

Apply and Measure: Follow up audits were conducted ro assess the personnel capabilities.

PRINCIPAL RESULTS

- The plant operations were documented in the 26 manuals.
- Forty-five operators and maintenance personnel were trained..
- Start-up of the new plant occurred on time.
- The project was completed on schedule and on budget.

The *MTS System* as a whole is represented as follows.



1. **The Design Phase includes:**
   - Analysis of Technology-Organization-People
   - Process Maps
   - Competency Maps
   - Program Design
   - Implementation Plan Development
2. **The Documentation Phase includes:**
   - Developing process and equipment manuals
   - Training Writers (Write-To-Learn™ strategy)
   - Electronic conversion of documents
   - Modules from the *MTS* Library
3. **The Transfer Phase includes:**
   - Learning-How-To-Learn™
   - Training Facilitators
   - Gap Assessment
   - Training Vs. Gap
4. **The Apply & Measure Phase includes:**
   - Training Measurement
   - Business Impact Measurement
   - Audits
   - Certification
   - Integration of Initiatives
   - Sustainment and Optimization

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