



About The MTS™ ExxonMobil Canada Project

Description of the Project

ExxonMobil Canada operated eleven production facilities in western Canada and saw a need to install an operations training system to increase the competencies of the operating personnel. MTS was contracted to provide the system beginning in 1999.

Design Phase: MTS analyzed the operations of the eleven sites and determined the need to create over 200 site-specific operations training manuals and 18 core manuals covering common equipment.

Documentation Phase: MTS trained ExxonMobil operators to write MTS format manuals at each site and provided additional consultants to also write the manuals. ExxonMobil people were also trained to maintain the manuals as edits were made to keep the manuals up-to-date.

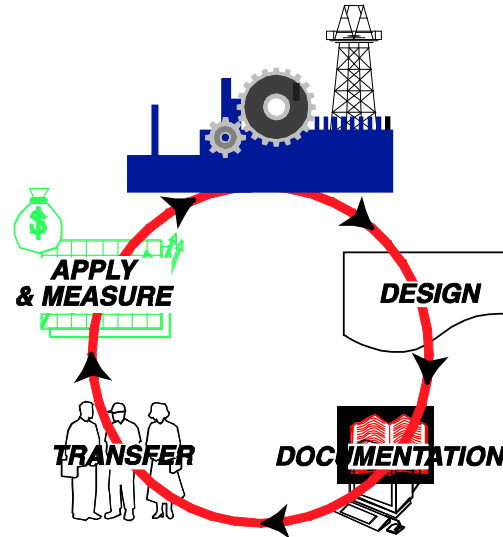
Transfer Phase: ExxonMobil personnel were trained as trainers to implement the system. The system was successfully rolled-out at each site.

Apply and Measure: Each site manager determined training plans for the operators at their respective locations and tracked the progress of each operator.

PRINCIPAL RESULTS

- ▶ Over 200 operations training manuals were written covering the site-specific processes at the eleven sites.
- ▶ Eighteen core manuals covering equipment operations found at multiple sites were written.
- ▶ A maintenance system was implemented to ensure that the manuals would be kept current as process changes occurred.
- ▶ 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