



About The MTS™ Sunoco Project

Description of the Project

Sunoco needed to reduce the sulfur in the gasoline at their four refineries to meet the new federal standards. This required them to build a new unit at each refinery. They decided to build identical units at each refinery.

Based on previous successful partnering in operations training, *MTS World, Inc.* (*MTS.*) participated in the design and installation of an Operations Training Program that would be used at all four refineries.

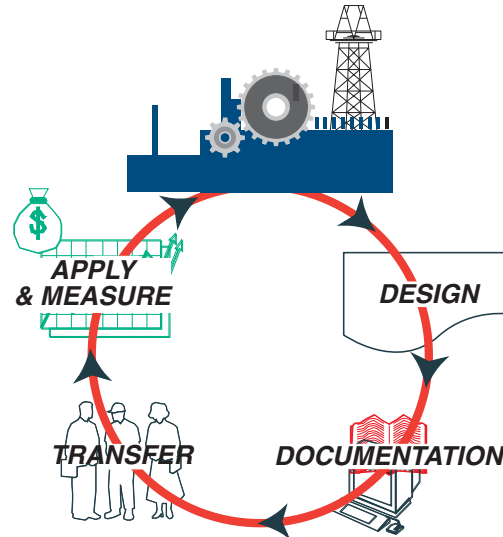
Stage 1 Design: The Process Description and P&IDs were reviewed and the process was divided into 5 Process Step (identical for each refinery) and 4 OSBL (1 OSBL for each refinery) manuals. A project implementation plan was developed that coordinated with the construction and startup timeline for the first refinery.

Stage 2 Documentation: *MTS* wrote the required training manuals which were then reviewed for technical content by Sunoco process engineers. The manuals were converted by *MTS* using its *DOC* Software and delivered as native files and Adobe Acrobat pdf files.

Stage 3 Transfer: Sunoco supervisors were trained to train the operators using the new manuals. They were also trained on how to use the *DOC* Software to update and revise the manuals as needed due to construction changes.

Stage 4 Apply & Measure: The Learner Objectives and Feedback sections of the manuals were used by the Supervisors to measure the results of the training and the qualifications of the operators.

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