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MTS World News

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The Leadership Development Process

**World-Wide,
World-Class
Industrial Training &
Process
Management.**

1000+ Projects
200+ Companies
34 Countries
8 Languages
40+ Years

MTS World Inc. is a
'federation' of oper-
ating licensees:

MTS World
North America
LLC
MTS World Gulf
Coast LLC
MTS World
Mexico LLC)

and business units:

MTS World
South America
MTS World
Canada
MTS World
International.

In this issue we fea-
ture news from MTS
World Gulf Coast
and MTS World
North America.

MTS World, Inc. is updating and enhancing its Leadership Development Program.

For many years we have offered this kind of training, rooted in our original workshop titled What Is A Supervisor (WIS™). Along the way the program enlarged its scope to include other levels of leadership and the name changed to What Is A Leader (WIL™).

The most recent development preserves all of this, but it restructures the approach to that of leadership as a process. This unique approach takes advantage of our extensive process management know-how, and its companion strategy known as The 10 Key Questions (10KQ™).

The new name: Leadership Development Process (LDP™).

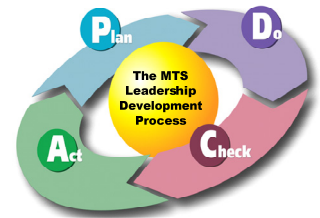
LDP takes the form of the management system known as Plan-Do-Check-Act (PDCA). Each of these four phases defines the core leadership skill-sets. Each of these in turn is covered in a module.

As an umbrella, an overview module on Leadership Development Process sets the stage and provides the framework for the individual core modules. These individual modules can be covered in facilitated workshops in 4 to 8 hours, depending on the scope of the subject.

In between modules, the participants are given assignments to put into practice the concepts learned.

Shown here in graphic form is the MTS Leadership Development Process and its core modules. Additional modules can be developed and existing ones customized to fit specific needs.

Preceding the implementation of LDP, MTS conducts a leadership gap assessment to pinpoint the most significant developmental needs and fine tune the program implementation.



Planning Phase Modules:

LDP Overview
Strategic Planning
Functional Planning
Job Descriptions
Setting Objectives
Prioritizing (Time Management)

Doing Phase Modules:

Coaching
Communications
Teamwork
Delegation
Training
Effective Meetings

Checking Phase Modules:

Measure Training Results
Performance Evaluation
Giving & Receiving Feedback

Acting Phase Modules:

Performance Counselling
Conflict Resolution
Change Management
Decision Making



MTS World Inc.

Because Technology Depends On People

MTS World Project News

Project News From MTS World Gulf Coast, LLC

Global Manufacturing Training At ExxonMobil.

ExxonMobil initiated a program to standardize the training in all of its facilities world-wide. Known as the Global Manufacturing Training project, the goal was for each site to document their processes in a standard, modular format for use in training their process, maintenance and technical personnel. In June 2008, MTS World Gulf Coast started writing the GMT Modules for the Ethylene Unit field and console operators at the ExxonMobil Chemical plant in Beaumont, Texas. This effort was interrupted for a short time by Hurricane Ike in September. Plant management

determined that they wanted to continue the project and assigned experienced operators to assist in the development rather than having direct involvement in hurricane recovery. The ethylene project expanded in October to include the cracking furnaces and eventually grew to include the Synthetics and Catalyst plants as well. In all of the areas a lack of current process descriptions was noted. To fill this need, MTS wrote Process Manuals in the new "graphic" format for the furnaces, synthetics and catalyst plants. These Process Manuals provided current process information for the GMT Modules. The work is continuing

through the first half of 2010 with MTS providing as many as 5 engineers at one time. To date 433 GMT Modules and 47 Process Manuals have been written. In addition, during 2009, MTS worked with the Global GMT group to develop modules for use as the basis for plants in Beaumont and in France.

Metal Recovery Systems (MRS) Leadership Development Process.

Preceded by a leadership gap assessment, MTS has initiated the implementation of its LDP™ for supervisors at MRS plant in St. Louis, MO. See lead article on page 1 for details of MTS' LDP.

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Project News From MTS World North America,

Citgo—Lemont, IL Refinery

Citgo (Lemont, IL) is building a new Ultra Low Sulfur Diesel Unit and selected MTS World North America to develop the unit process training manuals, in the MTS new graphics format; and to update training manuals in related units. Changes to the plant amine system also required two new training manuals.

When Citgo decided to install a new Flue Gas Slidevalve system they again selected MTS to develop the Equipment Operations Training Manual for this new equipment.

In addition to the process training manuals, MTS has developed training manual formats for Safety Interlock Systems and Non Safety Interlock Systems.

This work continues a 30 year relationship between Citgo and MTS that began in 1979.

PPG Delaware, Ohio

PPG, Delaware, OH, needed to train operators to run their new Waterborne Auto Refinishing Paint Operation. This required the development of training manuals and training for the operators.

Based on 28 years of previous successful partnering in operations training with PPG, MTS World North America LLC provided design and implementation of an Operations Training Program.

Stage 1 Design: The plant P&ID's were reviewed and the process divided into its processes.

Stage 2 Documentation:

MTS trained PPG personnel to write the manuals and wrote 3 of the required manuals. The manuals, reviewed for technical content by PPG, were formatted using the MTS DOC Software.

Stage 3 Transfer: PPG people were trained to train the operators using the new manuals and shelf manuals from the MTS Library.

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.

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