

Performance Solutions

- *Objective, hands-on approach to evaluating workforce effectiveness*
- *Ensure all regulatory requirements are met*
- *Achieve highest level of employee efficiency and ability*
- *Eliminate workplace injuries and accidents*
- *Lower turnover and higher employee satisfaction*



Introduction

The performance of your workforce can have a significant impact on your overall operation, maintenance, and process equipment—and ultimately your bottom line. To achieve maximum process performance you must start with improving and retaining the performance of your workforce. Emerson's Performance Solutions team can provide a cost-effective way to ensure your workforce is capable of performing tasks

safely and at the highest level of efficiency. We also assist in ensuring compliance with the latest regulatory requirements, while optimizing process and equipment knowledge. The end result is a safer environment, retention of top employees, and reduction of overall costs.

Emerson's Performance Solutions Assessments include:

- Skill & Training Needs
 - Task Analysis
 - Gap Analysis
- Personnel Safety Audit and Review
- Policy and Procedures
- Regulatory Compliance
- New Equipment Training
- Maintenance Practices

Skill & Training Needs Assessment

Objective, hands-on performance measurements ensure that employees can perform the required tasks proficiently.

Emerson has extensive experience designing objective criteria, practical scenarios, demonstration equipment, and procedures to measure practical abilities. The skill assessment will help determine areas of knowledge, training and ability that are deficient or that can be improved to achieve greater performance.

Task Analysis

Emerson's Skill and Training Needs Assessment begins with a formal task analysis to determine the skills required to perform each assigned work task. The analysis reviews the operational environment, processes, practices, acceptable performance standards, industry standards, and benchmarking for the industry. It includes out of the box thinking, is there a faster, better or cheaper

procedure? Interviews are conducted with management and workers, along with a survey to measure the importance of the skill or task and the knowledge needed to perform it correctly. This process is critical to determine what knowledge is required to produce maximum efficiency of tasks, both safely and effectively.

Gap Analysis

Results from the skills assessment are carefully reviewed and compared to the task analysis in order to provide recommendations for targeted training, skill development, and procedure changes. The gap analysis also ensures the best return on the time and money invested in the plan.

Personnel Safety Audit

Personnel safety is the application of policies and procedures combined with the right attitude, knowledge, and tools that will help you manage risk. Complacency is the enemy of even the best safety program. Without a constant challenge to the daily routine and beliefs, combinations of events will eventually lead to an accident. A thorough review is undertaken that includes employee qualification, work planning and briefing, audits and inspections, and the utilization of personal protection devices. Recommendations for corrective action will be provided.

Policies and Procedures

Policies and procedures dictate

the operating environment on a daily basis. Some procedures are clearly defined and outlined by a regulating body, some are left to the corporate body, and some are established at the plant level. In the absence of clear guidance, often times the procedure or policy is assumed.

Potentially dangerous situations can occur when new employees are trained by employees who were trained by other employees. What was once understood as policy can easily be changed and manipulated at each "stop" in the dissemination chain. After some time, the origin and intent of the policy is lost.

A careful review of existing policies and procedures can discover weaknesses in currently utilized processes. Areas of focus center around isolation procedures, use of intended procedures, specific steps taken during shutdown and testing, placement and removal of lockout devices, and specific requirements for various equipment. Analysis will help locate deficient areas and determine overall corrective action that must occur.

Regulatory Compliance

OSHA 1910.147 requires that equipment specific energy isolation procedures be developed, documented and utilized for the control of potentially hazardous energy. The development of a

Electrical Reliability Services

comprehensive safety program is not only mandated, it is essential in avoiding potentially deadly accidents and fines.

Risk analysis identifies and evaluates the hazards which could cause accidents at your facility. Emerson uses the latest techniques to identify, categorize, and prioritize the hazards present in the facility. Once complete, we provide comprehensive mitigation techniques based on regulatory compliance, recognized consensus standards, and industry leading best practices. This evaluation analyzes currently utilized processes and knowledge of current codes and regulations and compares them, assisting in the creation of an improved overall safety program.

New Equipment and Training Assessment

Equipment that is not installed correctly or is modified during installation can lead to increased downtime or possibly even catastrophic failure. Electrical inspectors generally require that electrical distribution equipment and point-of-use equipment be listed. If electrical equipment has been modified, a field inspection is usually required. Correctly designed, constructed, and installed equipment can still present a hazard to human life and property, if operated improperly. Examples of improperly used



equipment can range from something as simple as an extension cord used (like a rope) for securing a piece of equipment, to an oversized circuit breaker for the anticipated load.

Emerson's New Equipment and Training Assessment properly analyzes workforce knowledge of newly installed equipment and safety procedures. This assessment targets deficient knowledge of the latest equipment and technology and outlines ways

to improve performance and get workers updated quickly and safely.

Maintenance Practices Assessment

Even newly installed equipment can present a hazard to human life and property if not properly maintained. A solid foundation of knowledge and proper maintenance programs can provide a cost-effective solution to maximizing your maintenance dollars and extending the life

of your electrical equipment. Employee knowledge of maintenance tasks, adjustment calibration, and regular program maintenance methods of the electrical distribution system are analyzed and reported. A focused plan is then developed outlining proper maintenance practices for your specific equipment and steps necessary to maximize operations.

Summary

As part of Emerson's Educational Services team, Performance Solutions is designed to offer valuable consulting services that allow you to properly assess

the overall effectiveness of your workforce's knowledge, processes, procedures and abilities. Our Educational Services team has the capabilities and resources to ensure your workforce receives the most effective training and development to meet today's process challenges. Our instructors and consultants are industry experts who have honed their skills through years of field experience and remain active in their field of expertise. The benefits of working with our consultants include improved safety of your personnel, protection of property, and compliance with

the latest regulatory codes and standards, which also result in decreased employee turnover and increased job satisfaction.

Ordering Information

To learn more about this service and other Emerson Process Management service solutions, contact your local Electrical Reliability Services sales representative office or visit us on the web at: www.assetweb.com/ers. In the U.S., call 1-877-468-6384.

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From installation to operation, only Emerson has the knowledge and experience to seamlessly integrate all the essential services to deliver "high nines" reliability required by today's critical facilities. Look to us as your partner. We'll be with you every step of the way with the right combination of technology, people, and services. Contact Emerson to realize the true potential of your assets.

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