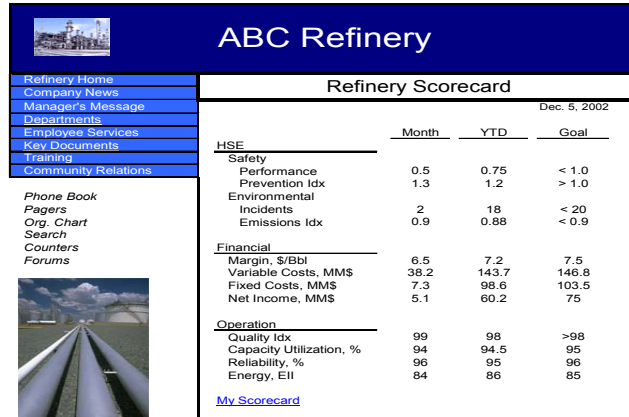


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Consultants to the Process Industries

Refinery and Chemical Plant Intranet Sites

A set of Intranet Sites at a Refinery or Chemical Plant improves communications and access to important



Refinery Scorecard		Dec. 5, 2002		
	Month	YTD	Goal	
HSE				
Safety Performance	0.5	0.75	< 1.0	
Prevention Idx	1.3	1.2	> 1.0	
Environmental Incidents	2	18	< 20	
Emissions Idx	0.9	0.88	< 0.9	
Financial				
Margin, \$/Bbl	6.5	7.2	7.5	
Variable Costs, MMS	38.2	143.7	146.8	
Fixed Costs, MMS	7.3	98.6	103.5	
Net Income, MMS	5.1	60.2	75	
Operation				
Quality Idx	99	98	>98	
Capacity Utilization, %	94	94.5	95	
Reliability, %	96	95	96	
Energy, EII	84	86	85	

Site Manager: Randy Nettle
[Feedback](#)

information including operating data, procedures, process safety information, access to engineering drawings in the Engineering Drawing Management System, and many others. The Intranet sites simplify and consolidate information access.

The Intranet sites are linked together with a **Sliding Navigation Menu** that links them together into a set for the entire plant. Since the sites are based on style sheets the structure and appearance of the sites are the same making it easy for employees to move from one site to another. The sites also come with a rich set of “Utilities” such as counters, phone book, and search. The Intranet sites also include a Scorecard that shows the current values for Key Performance Indicators and the goal. The Intranet sites can be implemented by themselves or within any of the market leading Portals

such as MySAP, Plumtree, MyLiveLink, the Microsoft Portal or the Oracle Portal.

The **Plant Scorecard** improves alignment and awareness of goals and objects and progress toward them. s an provides

We have developed an implementation method that makes implementing new or converting existing “grassroots” web sites quick and easy without requiring significant time from the key staff.

Benefits of Intranet Sites

- Improved Communications
- Improved Access to Operating Data, Operating Procedures, Process Safety Information, Maintenance Procedures, Engineering Drawings, laboratory results, and many others.
- Easily maintained since based on style sheets.
- Gets key staff out of Intranet site building and back to running and maintaining the plant.

Intranet Sites Features

Sliding Navigation Tool

The Sliding Navigation Tool (SNT) provides easy navigation through the pages of the sites. The starter kit includes a suggested design for the sites and a menu for the sites. The refinery or plant can implement the standard design or adapt the design and menu to fit their specific needs.

Scorecard

The **Plant Scorecard** provides access to the Key Performance Indicators (KPIs) established for the plant. Drilldown through the organization and historical trends can also be displayed. When the Intranet sites are implemented using a Portal where the specific individual is recognized, an individual scorecard, **MyScorecard**, can be used to show performance metrics for individual employees. Individual performance metrics might be days worked without injury, attendance, and training status.

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Counters

The "Counter Utility" consists of counters on each site page and a report of the number of "hits" to each page for the recent past. It allows the site managers to see what users are using and how frequently. This shows them what information the users are finding helpful and what information they either aren't aware of or don't need or use.

ABC Refinery													
Intranet Site Counters													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Refinery Home	76,589	83,465	95,985	110,382	122,525	137,840	153,692	170,214	172,001	172,191	172,381	172,572	172,762
Company News	19,147	20,866	23,996	27,596	30,631	34,460	38,423	42,553	43,000	43,048	43,095	43,143	43,191
Manager's Message	16,435	5,288	3,200	21,987	6,732	4,033	9,765	2,403	1,934	68,723	44,321	13,879	22,467
Departments													
Operations													
Distilling Department	2369	2340	2453	2497	2337	2371	2319	2456	2444	2442	2380	2443	2407
Shift Schedules	305	308	306	309	307	300	302	301	305	305	304	303	301
Operator Qualifications	84	88	90	89	93	90	92	90	92	91	92	87	84
Procedures													
Departmental Procedures	1631	1599	1558	1556	1579	1550	1600	1519	1555	1623	1635	1595	1616
Process Units													
Distilling Unit No. 2 (DU-2)	320	487	480	321	547	303	447	387	564	320	464	318	302
Vacuum Flasher No. 2 (VF-2)	573	338	385	524	425	539	452	462	337	335	437	439	358
Distillate Hydrotreater	392	585	451	422	415	378	489	438	379	585	345	481	594
Asphalt	303	340	375	374	424	406	448	552	531	461	496	311	521
Administrative	88	89	89	86	88	88	87	88	87	90	88	90	87

The report page reflects the structure of the pages in the Sliding Navigation Tool so that it is as easy as possible to find the desired information. The counters are set to zero at the end of each month so that the report shows the trends in use.

Implementation Template

Existing "grassroots" sites that don't connect to each other and vary in appearance and layout are replaced with the consistent design. The problem isn't that individual site designs are bad but that each one is different from every other one making movement among sites very difficult. The consistent appearance and navigation makes use of the sites easier. It also makes it easier for users to find information they want at any site. The sites come with "Utilities" to eliminate individual site managers searching for and installing their own on their sites. This decreases maintenance costs and frees up their time for operations.

We offer a proven methodology that minimizes the implementation time and recourses. With this methodology a department's Intranet site is setup with only two hours work from the departmental site manager. The implementation method minimizes the time current site managers spend in the conversion. Site managers frequently have a significant emotional stake in their sites. The implementation method decreases resistance to the conversion.

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