Refineries, chemical plants, and petrochemical complexes are currently facing a number of performance challenges. As experienced baby boomers retire in increased numbers, a highly specialized workforce that has remained largely stable for a number of years is now in transition.

**Training for the Process Industries**

New engineers are graduating college to take their place, new operators are being hired from retail industries, and tradespersons are being recruited from auto manufacturers. Unfortunately, these new employees lack the practical knowledge they need to work safely and effectively around highly hazardous chemicals and complex technologies. In addition, regulatory requirements continue to increase, placing more requirements upon operations personnel. Meanwhile, the demand for gasoline and petroleum products is at record levels amid challenging global economic conditions.

**Strength for Your Success**

GP Strategies™ has more than 40 years of experience delivering engineering and performance improvement solutions to organizations around the globe. No other provider can deliver the comprehensive capabilities we can:

- **Global Reach With Local Sensitivity.** We have the resources in place to roll your solution out in multiple locations around the globe.
- **Objective Consultation.** We don’t create the software or technologies we recommend, so we’re able to remain objective and keep your best interests in mind.
- **Long-Term Relationships.** We go beyond expectations to ensure your satisfaction and success.
- **Best-in-Class Processes.** We provide specialized training for many industries and are able to draw on a wide range of best practices that have demonstrated value and application to the process industry.
- **Subject Matter Expertise.** Because we offer engineering and other services for process industries, we are aware of your specialized needs and can apply our broad knowledge to creating solutions that are more appropriate for you.

**Global Client Base**

Many of GP Strategies’ customers have plants and refineries in multiple locations and count on our international offices to serve them around the world. As a result, we serve some of the most recognizable names in the world:

- Arco
- ATOFINA
- BP
- BP NAG
- BASF
- Celanese
- Chevron
- Chevron Philippines
- Chevron Pipeline
- ConocoPhillips
- CITGO
- DSM Copolymer
- DuPont
- Ecopetrol/Reficar
- El Paso Pipeline
- ExxonMobil
- Flint Hills Resources
- HollyFrontier
- Husky Oil
- Irving Oil Limited
- Lyondell-CITGO
- Marathon Oil
- Marathon Pipeline
- Nalco Chemical
- Occidental Chemical
- Petronas
- Petróleos de Venezuela S.A.
- Petroleum Development of Oman (PDO)
- Saudi Aramco
- Shell Oil Products
- Suncor
- Sunoco
- Sunoco Logistics
- Tengizchevron
- Total Petrochemicals
- TransCanada Pipeline
- Valero Energy
- UOP LLC, A Honeywell Company
- Arco
- ATOFINA
- BP
- BP NAG
- BASF
- Celanese
- Chevron
- Chevron Phillips
- Chevron Pipeline
- ConocoPhillips
- CITGO
- DSM Copolymer
- DuPont
- Ecopetrol/Reficar
- El Paso Pipeline
- ExxonMobil
- Flint Hills Resources
- HollyFrontier
- Husky Oil
- Irving Oil Limited
- Lyondell-CITGO
- Marathon Oil
- Marathon Pipeline
- Nalco Chemical
- Occidental Chemical
- Petronas
- Petróleos de Venezuela S.A.
- Petroleum Development of Oman (PDO)
- Saudi Aramco
- Shell Oil Products
- Suncor
- Sunoco
- Sunoco Logistics
- Tengizchevron
- Total Petrochemicals
- TransCanada Pipeline
- Valero Energy
- UOP LLC, A Honeywell Company
- Arco
- ATOFINA
- BP
- BP NAG
- BASF
- Celanese
- Chevron
- Chevron Phillips
- Chevron Pipeline
- ConocoPhillips
- CITGO
- DSM Copolymer
- DuPont
- Ecopetrol/Reficar
- El Paso Pipeline
- ExxonMobil
- Flint Hills Resources
- HollyFrontier
- Husky Oil
- Irving Oil Limited
- Lyondell-CITGO
- Marathon Oil
- Marathon Pipeline
- Nalco Chemical
- Occidental Chemical
- Petronas
- Petróleos de Venezuela S.A.
- Petroleum Development of Oman (PDO)
- Saudi Aramco
- Shell Oil Products
- Suncor
- Sunoco
- Sunoco Logistics
- Tengizchevron
- Total Petrochemicals
- TransCanada Pipeline
- Valero Energy
- UOP LLC, A Honeywell Company

**Technical Training Services**

- Training Program/Course Support
- Training Needs Analysis
- Training Design/Development
- Training Model Development
- Testing and Evaluations
- Laboratory Exercises
- Train-the-Trainer
- Cross-Craft and Multi-Craft Programs
- Regulatory Qualification Training
- Post-Training Evaluation and Continuous Improvement
- Training Business Process Outsourcing
- Skills Assessments
- Instructional Systems Design Services
- E-learning Courses

**Process Documentation**

- Operations Maintenance Procedures
- Operations Manuals
- Specific Equipment/System Operations Manuals
- Site-Specific Equipment/System Maintenance Manuals
- Documentation Revisions
- Document Management Systems
- Training Field Guides
- Management of Change Processes
- Problem Solving/Troubleshooting Exercises
- Emergency Operating Procedures
- Emergency Planning

**Technology and Blended Learning Services**

- Custom Web-Based Training (WBT)
- Blended Learning Program Design
- LMS/LCMS Selection and Implementation Services
- API-University Hosting
- Structured OJT Program Design and Development
Performance Improvement Services

• Situational Assessments
• Process Engineering Training and Documentation
• Apprenticeship Training Programs
• Operational Excellence Consulting and Training
• Regulatory Compliance Training
• Reliability Centered Maintenance Services
• Lean Manufacturing Programs
• Change Management Processes
• Planning and Scheduling Services

Compliance, Safety, and Quality Management Services

Process Safety/Risk Management (PSM/RMP)

• Compliance Assessments and Program Plans
• Process Hazards Analysis
• Mechanical Integrity Program Development and Implementation
• SEMS Training
• Process Safety Information and Documentation
• Training Services

Environmental Services

• Compliance Planning and Management
• Environmental Planning and Pollution Prevention
• Air and Water Quality
• Natural Resources Planning and Management
• Solid and Hazardous Waste Management
• Industrial Hygiene
• Asbestos/Lead Investigation and Abatement
• Environmental Assessments
• Remedial Investigation, Feasibility Studies, Design, and Action

Training and Documentation Development

• HAZMAT and HAZWOPER
• OSHA
• Quality Production Procedures
• Quality Tools Training and Application
• Pipeline Operator Qualification

Plant Launch/Line Launch Services

Planning

• People Side of Project Vision
• Change Management
• Quality System Selection

Design

• Training Needs Analysis
• Equipment Reliability, Availability, and Maintainability
• Quality Assurance System
• Facility Layout for Optimum Workforce Efficiency and Lean Manufacturability

Construction and Installation

• Maintenance Program Design
• Recruiting and Selection Methods
• Training Plans
• Qualification Checklists
• Equipment/System Training Materials
• Procedures and Work Instructions

Commission and Startup

• Maintenance Program/CMMS Implementation
• Training Program Implementation
• Procedures
• Staff Augmentation

Operation and Maintenance

• Cross-Training Implementation
• Continuous Training Program Design
• Apprentice Program Implementation
• Training Function Outsourcing/Learning Resource Management

“Improve operations with trained operators and maintenance technicians.”

GP Strategies understands the realities you face, and we have the performance improvement solutions to help you manage them. From job task analyses and curriculum design to captured, well-honed operations and maintenance expertise, you can count on us for the strategies you need to optimize performance and maintain your competitiveness in a challenging environment.
Founded in 1966, GP Strategies is a global performance improvement solutions provider of sales and technical training, e-learning solutions, management consulting and engineering services. GP Strategies’ solutions improve the effectiveness of organizations by delivering innovative and superior training, consulting and business improvement services, customized to meet the specific needs of its clients.

**GP Strategies at a Glance**

Customers include Fortune 500 companies, manufacturing, process and energy industries, and other commercial and government organizations. GP Strategies is headquartered in Columbia, Maryland, USA. Additional information may be found at gpstrategies.com.

**GP Strategies Vision and Mission**

We have a vision to equip and enable people and businesses to perform at their highest potential. Our mission is to make a meaningful impact by providing the expertise and solutions needed to solve business challenges and attain ultimate performance results.

**Your Total Solutions Partner**

GP Strategies believes that successful companies are characterized by an unrelenting focus on effectively linking their people, processes, and technology—three interrelated elements that directly impact the achievement of an organization’s performance, cost management, and compliance objectives. We believe that execution and effectiveness are key when it comes to training, training outsourcing, homeland security, engineering, and technical issues.

Measurable, sustainable improvements in profitability and efficiency prove the value of GP Strategies’ work. Our diverse subject-matter expertise serves as the foundation for a true understanding of the issues surrounding workplace technologies, but it’s our extensive experience that really makes the difference for our customers. Ultimately, it’s your people that really drive productivity—GP Strategies unlocks their potential, putting it to work for your organization.

**Cultivating Success**

GP Strategies is well recognized as a provider of training and performance improvement solutions to many Fortune 500 companies. We offer a wide range of services across all functional areas of the process industry. Our success is based on a commitment to develop long-term, mutually beneficial working partnerships with our clients. This commitment, coupled with GP Strategies’ diverse experience, provides the opportunity to incorporate best practices from various industries into GP Strategies’ services, helping us provide effective and flexible solutions to meet customers’ needs, regardless of their industry and size.