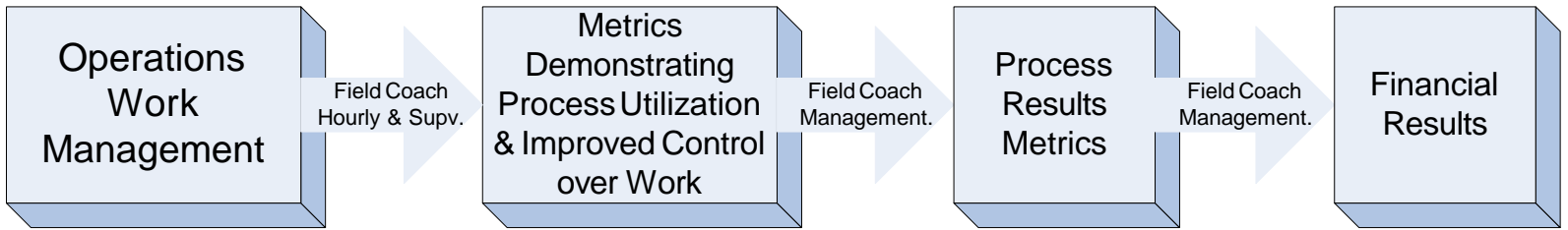


Chain of Success © – Operations



- Specific Work Processes:**
- Operations Work Identification
 - Operations Shift & Production Plans
 - Operator Rounds
 - Change Overs
 - Operations Environmental and Regulatory Compliance
 - Maintenance Work Order Permitting
 - Maintenance Work Order Coord
 - Operations Work Accomplishment
 - Operations Work Documentation

- Specific Outcomes and Metrics:**
- Statistical Process Control over Mfg Process
 - Tempature (% Variance)
 - Pressure (% Variance)
 - Speed (%Variance)
 - % Variance to Shift & Production Plan
 - % Operator Rounds Completed
 - % Operator Round Data Reviewed & Trended
 - % SOPS - Accuracy/ Completeness
 - % Compliance to Regulatory & Environmental Standards
 - Operations Work Backlog Clean and Accurate
 - Shift plan non-compliance codes Pareto chart
 - % of work orders Risk Assessed in advance (>24 hours)
 - # of RCA completed on "control over work" issues

- Results:**
- On-Stream or RunTime trends up
 - Scrap and rework rates trend down
 - Regulatory and Enviromental recordable events trend down
 - Hours spent on risk assessment goes up
 - # Near Misses
 - # Incidents (& rate)
 - # Injuries (& rate)

- Results:**
- Increase Product Throughput \$
 - Decrease Materials Costs \$
 - Decrease Regulatory or Environmental Costs \$
 - Decrease Safety & Workers Comp \$

Regulatory & Environmental Compliance

Process Control

On-Spec 1st Run

Scrap Rates

Labor & Materials Spend

Product Thru Put

