Accident Free
PREVENTION'S THE KEY

WOOD RIVER review

JANUARY 1990
VOL. 55, NO. 1

WRMC Welcomes New Complex Manager

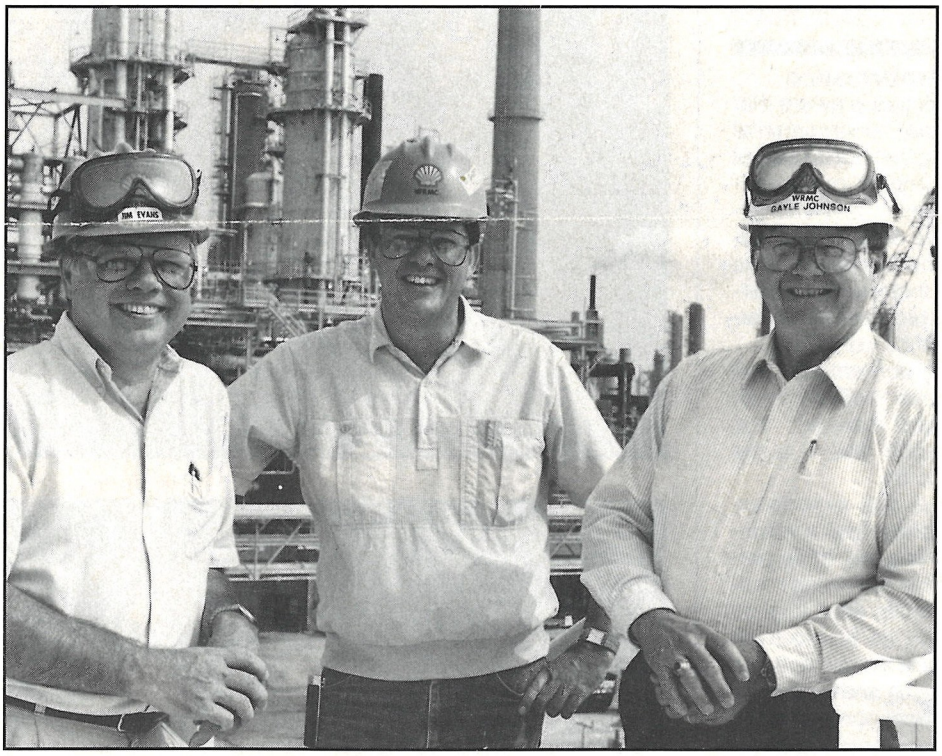
WRMC Complex Manager **Gayle Johnson** has been at Wood River for two months now, and he's already talked face to face with almost everyone here in a series of presentations or walk-arounds, instituted new procedures and requirements, and been active locally to get his message across. When asked, "Why the direct approach?" he replied: "Because people like to be talked to directly." Johnson explained he'd like to build on the progress that has already been made, and emphasized that the continuous progress concept must snowball.

Johnson's spent a significant amount of time out in the field at WRMC, and realizes that "we can't solve all our problems overnight. Some things will take some time to fix, but we are working to improve our plan. Safety and environmental performance are our number one priority and the two areas we will move fastest in. Equipment reliability, often the root cause of many problems, and our individual behavior toward safety and the environment are the key ingredients.

"When we work on reliability and caring, safety and environmental performance will improve. **We must also recognize that safety and environmental performance expectations have significantly changed both in Shell and in the public sector.** This trend will remain so that continuous improvement must become our norm."

Safety Performance

"It's obvious to me that we have to adopt the behavior that accidents are 100 percent preventable. Right now, the norm for some people is that accidents happen. I have reviewed safety performance at Shell manufacturing locations and I've compared Wood River's record with other Shell locations and other non-Shell refineries in Illinois. And I can tell you, our 1989 OSHA recordable rate was twice as high as our competitors,' as the Shell location average, and as the average in Illinois. So geography or cold weather is not really the cause. In fact, our Anacortez, Washington refinery's recordable rate is five or six times better than ours. That's why I truly believe that we must address our fundamental behavior toward accident prevention if we want to improve safety performance.



WRMC Complex Manager Gayle Johnson (right) relaxes with Jim Evans, Manager Dispatching Operations (left), and Bob Mills, Supervisor Dispatching Operations, before he had his picture taken for the 1990 Safety Awareness Calendar.

"Our goal is an accident-free workplace. How are we going to reach it? First of all, safety means individual accountability for one's actions, as well as the responsibility to help each other out. Our TLC — think, look, correct — program which started in Maintenance is right on target, as is the Structured Safety Process. We're setting clear requirements for all jobs, which is critical. Several operator training manuals have been completed, getting us off to a powerful start. We're building on the progress already made. I have said many times that job performance doesn't even begin until the safety requirements have been satisfied. We're not playing a statistics game, and we don't want to drive injuries underground. However, we will hold

Continued on next page

New Complex Manager...

Continued from front page

people accountable for their actions.

"Job planning for every task must consider possible ways injury could occur and appropriate preventive actions should be taken accordingly. Experts everywhere agree that over 90 percent of all safety incidents are related to human factors and thereby avoidable.

"The 1990 Safety Program which you have heard about will be used throughout the new year to continuously alert us about ways to do a better job of working safely.

"We must also recognize that safety and environmental performance expectations have significantly changed both in Shell and in the public sector."

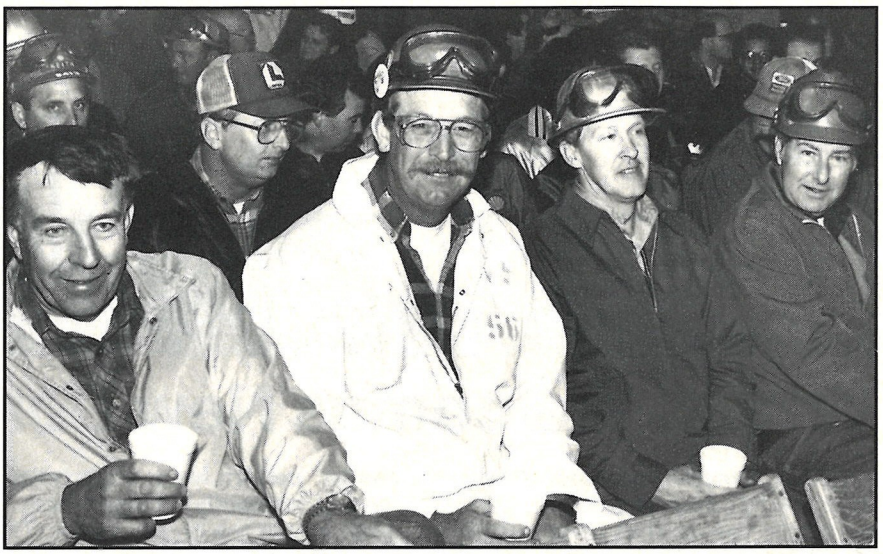
Environmental Performance

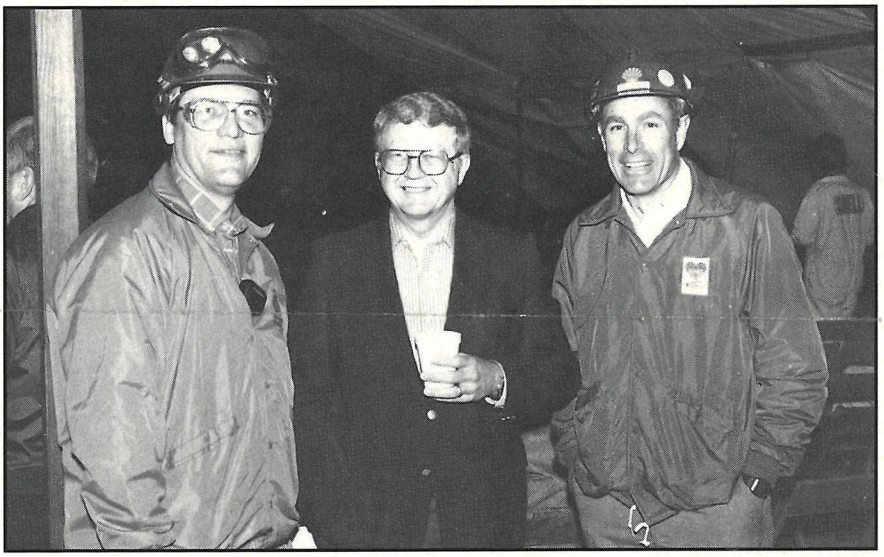
"I think every employee is aware that we have to eliminate environmental incidents by surfacing the root causes of failures. When we impact our neighbors, it causes problems and that impacts all of us. We've all got to participate in making sure our equipment runs as it's intended and that we can understand and follow all procedures. Incorrect procedures must be corrected.

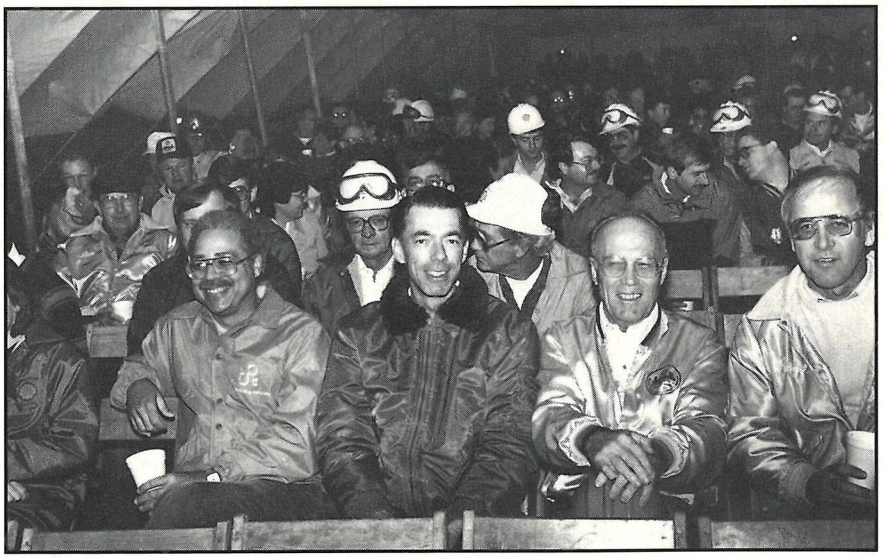
"We must show by performance that we can operate these facilities in an environmentally sound manner. It is expected by the public and it is the correct thing for us to do.

"The good news is that experience has shown when safety and environmental performance is good, other performance expectations are being managed well. So it's really also a good business decision for us to focus on these two areas. I know we can do it, but it's got to start with each and every one of us making a personal commitment."









Complex Manager Gayle Johnson addressed the Complex in person last November, giving his views on our safety and environmental performance several days after he moved here from Head Office.

What's happening in...

SAFETY:

Gas Plant

by Tom Rizzo, Gas Plant Manager

Working safely has long been a Gas Plant tradition. In 1989, that tradition became even stronger; the entire department was involved in making the Gas Plant a safe place to work. This involvement and personal commitment led to the accomplishment of two very significant milestones in 1989.

The first occurred on November 1, when the Gas Plant reached one full year without an OSHA recordable injury. According to available records, this was the first time an operating department had reached this milestone in the history of WRMC! All department personnel were awarded jackets with an original Gas Plant logo, designed by one of the Gas Plant operators, **Jim Rosentreter**.

The second milestone followed just a few days later on November 6, when the department reached 19 years without a lost time accident. This particular record is a source of much pride in the department because it is a legacy that predates almost everyone in the Gas Plant. You might say it is the Gas Plant family "heirloom"!

One question that comes up frequently when talking about safety and the Gas Plant is: "Why does the Gas Plant have such a good safety record?" Everyone in the department was recently asked to consider this question and few key items were identified: 1) People participate in the safety process by offering suggestions on improving safety in the department and discussing safety amongst themselves; 2) The past successes of the department have raised people's safety awareness; and 3) Everyone takes the time to understand a job before they do it (or, as one operator put it, "always have yourself on think"). Each of these items is a reflection of the quality of people who work in the Gas Plant; people who are committed — each and every day — to avoiding injury to themselves or their co-workers.

While the Gas Plant's 1989 record was good, 1990 is a challenge we're meeting with enthusiasm. The department made good progress in focusing on accident prevention in 1989; in fact, we doubled the number of near miss reports of 1988. We're planning to strengthen this focus in 1990. Continuing to improve on near miss reporting is a high priority item for the coming year. The department also will expand its use of safety audits as a means of measuring progress in creating an accident-free workplace. And, of course, people in the Gas Plant will continue to have themselves "on think."

I'd bet that everyone in the Gas Plant is proud of the department's reputation as a leader in safety. And we're determined to make 1990 another banner year in a long tradition of safety excellence.

SAFETY TIPS FOR W·R·M·C Families

Three cheers for winter fun

by Leroy Langendorf, Senior Safety Inspector

Adults may want to sit by the fireplace during the cold months, but kids love to be outside, especially if there's snow on the ground.

But playing outside in winter, even just building a snowman, requires some basic equipment — clothes that will keep a child warm.

The layered look is always "in fashion" in a cold spell. Dressing in several layers of thick, loose-fitting clothing insulates the body by trapping warm, dry air. Loosely woven clothes of cotton and wool are best for trapping air and resisting dampness.

The outer layer should be tightly woven and wind resistant. Pound for pound, down is the most effective insulating material when kept dry.

Mittens are the best choice for snow play. They keep hands warmer than gloves, which expose more area to cold air.

Layering can keep kids feet warm too. The first layer is a thin pair of cotton socks to draw moisture away from feet. The next layer is a pair of thick, warm socks - wool is best. A pair of waterproof boots completes the layered look.

Getting kids and adults to wear scarves and hats is an annual winter battle, but it is a battle worth fighting. The head and neck lose body heat more rapidly than other areas.

Uncovered cheeks, ears and noses are prone to frostbite. Frostbite is actually the process of tissue freezing Superficial frostbite turns the skin white or grayish yellow. Other symptoms include burning, tingling, aching or numbness.

Anyone suffering from frostbite should move inside and immerse the affected part into warm water. If frostbite affects the face, apply warm moist towels.

One common mistake in treating frostbite is rubbing the affected area with snow or ice. DO NOT RUB THE AFFECTED AREA AT ALL.

Have fun this winter, but keep warm and dry.

Attention: Pack Rats

Have you saved the following issues of the ***Review***? If so, would you lend or donate them to the History Museum?

1981 October and November (Volume 44:11 and 44:12)

1986 March (Vol 49:3)

These will complete our Library copies from 1967 to 1990.

Also, the Library has no issues between June 1954 and January 1958. Does anyone know whether the ***Review*** was printed during this period?

Shell Oil Company
Wood River Manufacturing Complex

History Library

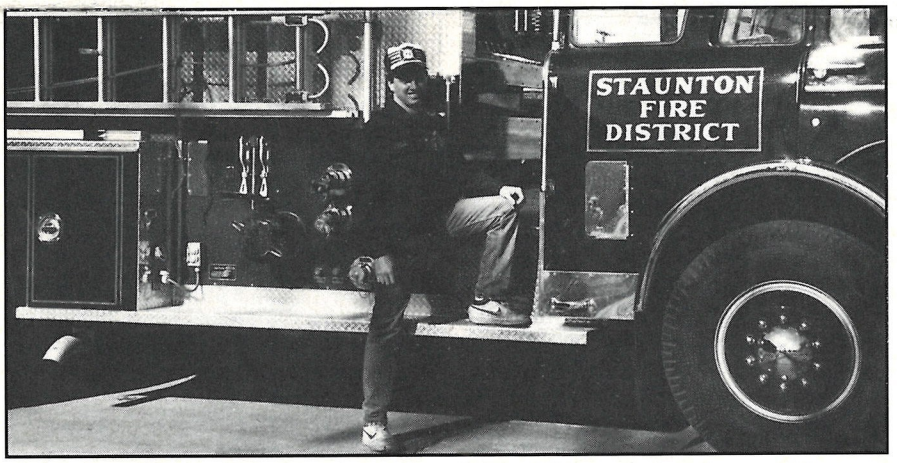
EMERGENCY Dispatch

Emergency Response Introduces new column

In order to update Complex employees on WRMC's emergency response efforts, the safety department and the *Wood River Review* staff have teamed up to initiate a new monthly column, "Emergency Dispatch."

The new column will feature a wide range of articles which will deal with all of the WRMC emergency response teams. This includes the Volunteer Fire Crew, the Rescue and Medical Squad (RAMS), the Response Action Team, and other emergency response teams. Included in the column will be profiles on various members of the emergency response personnel, articles on training activities, introduction of new personnel and programs, and general updates on the status of the emergency response crews.

Shell's emergency response efforts at the Wood River manufacturing complex have grown rapidly and diversified greatly over the past few years. Many people are unaware of the great strides WRMC has taken to ensure proper response to emergency situations. Hopefully, this new column will enlighten WRMC employees and their families on our emergency response efforts.



VFC Profile: Rick Haase

Rick Haase, Electrical/ Instrument Mechanic, is an active member of Shell's emergency response organization. Currently a captain on WRMC's Volunteer Fire Crew, he's a charter member of the WRMC Rescue and Medical Squad and a Cardio-Pulmonary Resuscitation (CPR) Instructor for the Health and Safety department. Rick is active on several fire crew and RAMS planning committees at WRMC. He's also been named the fire crew correspondent for the new Emergency Dispatch column in the ***Review***.

Rick's emergency response activities do not end at the Shell WRMC Complex, however. Rick is currently the training officer for the Staunton Volunteer Fire Department, in addition to taking part in Staunton's firefighting and rescue activities. A certified Emergency Medical Technician, Rescue Technician, and Firefighter, Rick also serves as coordinator for the Staunton area mutual aid group.

Rick and his wife Jane live in Staunton with their daughter Olivia. In his spare time, Rick enjoys golf and other sports activities.

RAMS Profile: Pam Laubscher



Pamela Laubscher is "home-based" as a clerk providing duplicating in the Purchasing and Administrative Services department. She serves as a chairperson for the department's Safety Training Committee.

Pamela's home away from home is serving as a WRMC Rescue and Medical Squad (RAMS) member. A charter member, she's served on the Name and Logo Committee, Training Committee, and presently chairs the Newsletter Committee. In addition to attending monthly training, Pamela is also studying to be certified as an emergency medical technician (EMT).

Medicine has been in Pamela's blood since high school, when she worked as a medical assistant. She then joined the United States Navy and served for four years active and two years reserve duty as a hospital corpsman.

Pamela enjoys the out-of-doors, hiking, music, books, classic old movies and her ten-year-old son, Lionel Rijo.

Classifieds

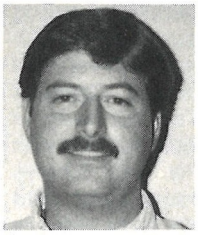
35' Terry camper located on the lake. $13,000. Sleeps 6. Deck 16' x 36', cover over both trailer and deck. Lot lease is $400 per year. Call for appointment, Dean Fleming, retiree, 635-2827.

Six burial lots in Edwardsville across from nursery. $1,500. Call 635-2827.

1980 Winnebago, Chieftian 26' 46,000 miles, 440 e.i. engine, generator, air compressor, rear axle air bags, air tank, roof air and dash air, drive side door, two awnings, gas grill connection, cable t.v. connection, storage pod on roof, very clean. Call Ray Carril, (618) 344-4612.

Chinese Shar-pei puppies. Excellent bloodlines. Two females and two males. Lots of wrinkles. $400 and up. Call (618) 259-5875

New To WRMC



S. Allen

Shawn Allen is a new addition to Fuels - Aromatics West as an Operator Trainee. He and his wife Wendy are living in the Alton area. Shawn has an associates of applied science degree in automotive technology from Lewis & Clark Community College. He enjoys sports, woodworking, fishing and auto restoration.



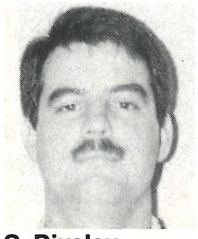
B. Callahan

Brian Callahan recently joined WRMC's Fuels - Cracking Department as an Operator Trainee. He resides in Alton with his wife Becky. Brian is a graduate of Alton High School. He joined the service and attended Naval Nuclear Power School, Instructor School, Machinist Mate School and Nuclear Cutting Tools School. He and his wife have recently returned to the area after 12 years in Virginia Beach. He spends some of his spare time enjoying computers, woodworking, fishing and photography.



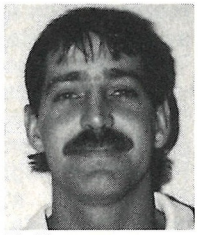
A. Crump

Allen Crump recently joined WRMC as an Operator Trainee in Logistics - Utilities. He has recently returned to the area after spending 3 years in the U.S. Navy. He now lives in Wood River with his wife Serena. He is a bowler and enjoys hunting and all outdoor sports.



S. Diveley

Steven Diveley is a new Operator Trainee in Logistics - Environmental Operations. He, his wife Trisha and two year old son Cory live in Worden. Steve has attended various naval schools. In his free time he likes sports and hunting.



R. Downer

Roger Downer, Fuels - Gas, recently joined Shell as an Operator Trainee. He and his wife Debra with their six year old daughter Shalyn live in Wood River. Roger's hobbies include hunting, fishing and all sports.



K. Durham

Keith Durham joined Shell recently as an Operator Trainee in Logistics - Utilities. Keith, along with his wife Herschylle and two year old daughter Patricia live in St. Louis. He studied music at Florida A & M University for two years. In Keith's free time he enjoys practicing his trumpet (contemporary jazz as well as technical studies), listening to music and sports.



D. Everding

Dennis Everding, new Operator Trainee in Fuels - Aromatics West, lives in Columbia with his wife Bonnie and four year old daughter Heather. Dennis has an associate of arts degree from Belleville Area College and an bachelor of arts degree from Southern Illinois University Carbondale. He enjoys spending his free time hunting, fishing, doing home improvements and archery.



C. Finck

Charles Finck recently joined Shell as an Operator Trainee in Fuels - Aromatics East. Charles, his wife Angel and their seven year old son Matthew are expecting a new addition to their family in April. They live in Alton. He has earned college credits from Lewis & Clark Community College and Liberty University in Lynchburg, VA. In his free time Charles likes camping, fishing, woodworking and reading.



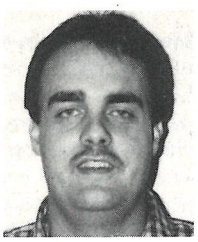
C. Gargac

Christa Gargac, is a new addition to the Fuels - Cracking team as an Operator Trainee. Christa is a resident of Granite City and she graduated from Granite City North High. She jogs everyday and enjoys weight training, woodworking, gardening and riding her four wheel All Terrain Vehicle.



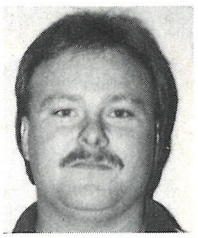
R. Gregor

Richard Gregor, is a part of Lubricants - Lubricants Processing as a new Operator Trainee. He and his wife Marcia along with their four year old daughter Jennifer reside in Edwardsville. Richard graduated from Edwardsville High School and earned his bachelors degree in business from Southern Illinois University Edwardsville. He enjoys yard work, golf and tinkering with cars.



G. Hamilton

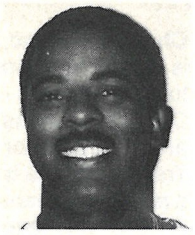
George Hamilton, a new Operator Trainee in Fuels - Aromatics East, lives in Roxana with his wife Laura and their three children, ages seven, five and three. George graduated from Roxana High School. He spends some of his free time hunting, fishing, and playing softball.



S. Jenkins

Scott Jenkins has joined our Logistics team in Dispatching as an Operator Trainee. He and his wife Cindy, along with their son Adam, live in Granite City. Scott is a graduate of Granite City High School. He also attended Southern Illinois University for one year and Belleville Area College for two years. Some of his favorite past times are hunting and softball.

New To WRMC



C. Love

Charles Love recently joined the Fuels - Cracking team as an Operator Trainee. Charles and his wife Barry Benita reside in Alton. He is a graduate of Southern Illinois University Edwardsville. Some of his hobbies include sports and collecting baseball cards.



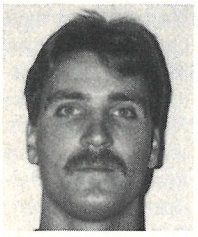
C. McConnell

Carol McConnell is a new arrival in Fuels - Aromatics West as an Operator Trainee. She is a mother of one, Corey (24) and she lives in Fosterburg Township. Carol is a graduate of Granite City High School and enjoys softball, bowling, camping and fishing.



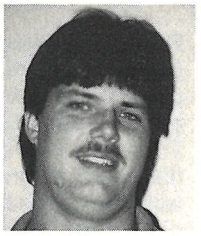
R. Morrison

Richard Morrison joined Shell as an Operator Trainee in Lube Processing. He recently moved to Edwardsville. Richard enjoys computers and woodworking.



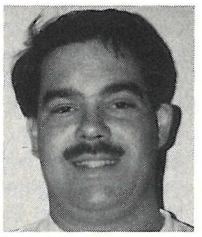
M. Mullikin

Mark Mullikin is a new addition in Logistics - Dispatching Loading Racks as an Operator Trainee. He and his wife Jeanie are from Edwardsville. Mark has an associates degree in electronics and enjoys weightlifting, bowling, softball, and home remodeling.



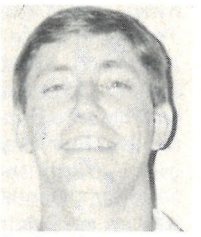
E. Noble

Eric Noble is a recent addition as an Operator Trainee in Logistics - Environmental Operations. He graduated from Roxana High School and attended Bailey Tech. Eric and his wife Sherry are residents of South Roxana. Some of Eric's hobbies include softball and volleyball.



M. Peipert

Mark Peipert, is a new addition to Shell as an Operator Trainee in Logistics - Environmental Operations. He and his wife Sarah (who is expecting their second child) and their daughter Emily are from Alton. He is a graduate of Marquette High School and has attended Lewis & Clark Community College. Mark enjoys auto restoration, yard work and working around the house.



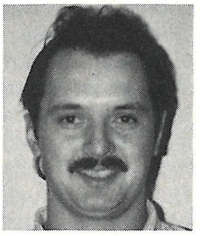
R. Pfeiffer

Randy Pfeiffer, recently joined to Lubricants - Lubricants Processing as an Operator Trainee, resides in the rural Edwardsville area with his wife Kathryn and their children, eight year old Travis, six year old Melissa and two year old Justin. Randy has an A.A.S. in electronics from Lewis & Clark Community College. Some of his hobbies are woodworking, glass etching, boating, water skiing and golf.



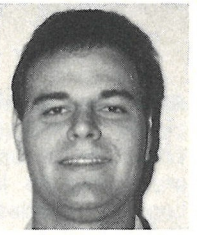
T. Schnicker

Timothy Schnicker, new to our Fuels - Aromatics West team as an Operator Trainee, lives in Edwardsville with his wife Cheryl, four year old daughter Heather and his two year old son Jonathan. Tim is a graduate of Monmouth High School. He served seven and a half years in the U.S. Navy attending various military schools. He also attended Southern Illinois University Edwardsville. Tim's hobbies include weightlifting, carpentry and all outdoor sports.



R. Semanik

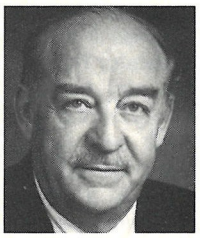
Robert Semanik is a new Operator Trainee in Logistics - Environmental Operations. He and his wife Lori Ann live in Staunton and are anxiously awaiting the arrival of their first child in March. Robert is a graduate of Mt. Olive High School and has taken various night courses from Lewis & Clark Community College. He enjoys weightlifting, auto restoration and art.



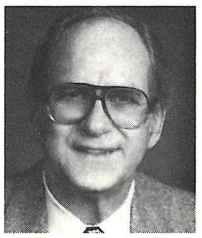
T. Teasley

Todd Teasley was recently selected to join the Fuels - Cracking team as an Operator Trainee. Todd and his wife Terrisa, along with their two children, four year old Ashleigh and one year old Andrew, live in Troy. He has attended Belleville Area College for two years. Some of his hobbies include golf and other sports.

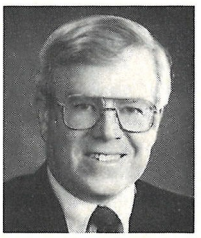
Service Anniversaries



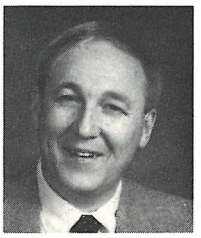
Clarence Schwab
Boilermaker
Maintenance
35 years



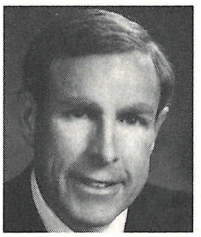
Tip Boldt
Sr. Eng. Tech.
Control Sys. Eng.
35 years



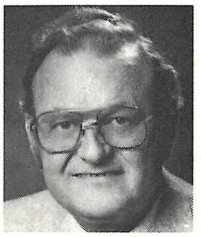
Mike Delaney
Mgr. Shipping
Log. - Dispatching
25 years



Stan Jacobs
Sr. Draftsman
Project Eng.
25 years



Bob Newell
Manager
Health & Safety
25 years



Orville Wildhaber
Mgr. Shipping
Log. - Dispatching
25 years

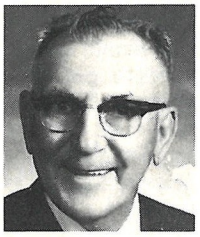
In Remembrance



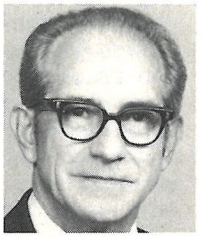
E. R. Ash



H. C. Dolan



D. A. Konko



R. A. Wehmeyer

Photo not available

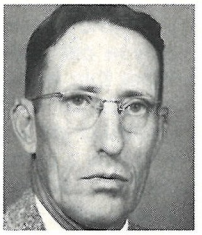
L. F. Fritsche

Photo not available

S. R. Stimson



J. R. Dunnagan



L. Grammer

Eugene R. Ash, 84, died January 2. Mr. Ash was an Instrument Man, Engineering Field, before retiring in 1963 after 23 years of service.

Harold C. Dolan, 77, died January 1. Mr. Dolan was a Senior Inspector Instr., Engineering Services, before retiring in 1971 after 36 years of service.

James R. Dunnagan, 75, died November 24. Mr. Dunnagan was a Pipefitter, Engineering Field, before retiring in 1967 after 27 years of service.

Leo F. Fritsche, 78, died December 23. Mr. Fritsche was a Pumper, Dispatching, before retiring in 1967 after 24 years of service.

Lloyd Grammer, 86, died December 2. Mr. Grammer was a Pipefitter, Engineering Field, before retiring in 1959 after 25 years of service.

Daniel J. Konko, 83, died December 14. Mr. Konko was an Electrician, Engineering Field, before retiring in 1971 after 32 years of service.

Steve R. Stimson, 66, died December 15. Mr. Stimson was a Senior Engineer, Project Engineering, before retiring in 1984 after 37 years of service.

Robert A. Wehmeyer, 73, died in September. Mr. Wehmeyer was a Research Technician, MTM Prod. R&D Lab, before retiring in 1973 after 35 years of service.

Christmas party fun for kids of all ages

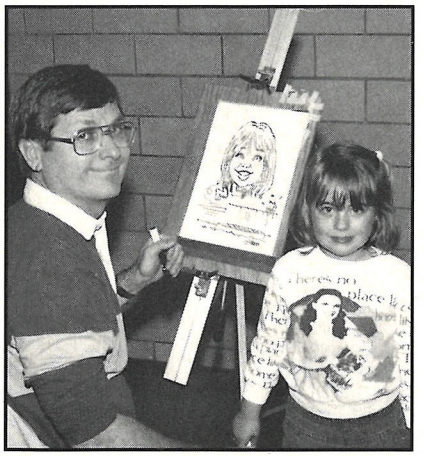
This year's Children's Christmas Party was fun for kids of all ages. Characters like Bullwinkle the moose, Snowman, Kangaroo, and Christmas elves were on hand to pass out candy and gifts. After a magical, musical show featuring magicians and live animals, Santa and Mrs. Claus dropped in to talk to the little ones. Extra candy was sent to needy organizations in the area, and the decorated tree was donated to a local children's home.

Shirley Roderfeld, Clerk in the Engineering-Drafting Department, coordinated this year's event, which went without a hitch. She's already starting to plan next year's party, which she says will be even better. Shirley would like your input — What did you and your children like the best? Least? Suggestions for the future? Please send her your comments at the Shell Main Office, or send it to the ***Review***.





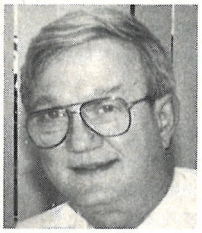






PRESCRIPTION FOR LIFE

Thoughts from Dr. Bonfili



Dr. Bonfili

Dr. Bert Bonfili recently joined WRMC's Medical Department as Complex Medical Director. Dr. Bonfili has worked for such organizations as Monsanto, Wright-Patterson Air Force Base, and the Arabian American Oil Company (ARAMCO), among others.

Dr. Bonfili's career has taken him from direct patient care to medical program administration to a mix of each. He spent five years at Monsanto overseeing their occupational health programs at all of their plants. In Saudi Arabia with ARAMCO, Dr. Bonfili was responsible for occupational and preventive medical programs and hospital administration for about fifty thousand employees and a four hundred bed hospital, which had a staff of about three thousand people. His decision to join Shell was based on a desire to refocus his career. He said he wants to "implement employee health programs rather than just oversee them. I like the personal contact with employees." He described his role at WRMC and the direction the Medical Department is taking.

Q. ***What will be your role at WRMC?***
A. I'd like to emphasize, first of all, that I'm not the 'company doctor.' I don't treat the company, but I do treat employee health concerns regarding their jobs and the workplace. I'm an employee occupational health physician. What this means is that I look at two aspects of employee health: how a particular job affects a person's health, and how a person's health affects their ability to do their job. The first issue deals with potential exposures and health effects. The second addresses the question of the physical requirements of a job. If a person's temporarily or permanently not at their best, what kind of work could we place that person in so that they wouldn't jeopardize their health, safety or impede their treatment, yet would be able to feel good about their contribution to Shell Oil Company?

Q. ***What's the role of the rest of the medical staff?***
A. We're a health team of medical professionals. In a sense, I view myself as the head coach, with our goal being to provide a high quality occupational health program for Shell employees and retirees.

The nurses play a key role in this team effort. For example, we've all got specialty areas. One nurse is significantly involved in the extended medical surveillance program, one's involved in the Rescue and Medical Squad (RAMS), and another in our hearing conservation, asbestos and benzene medical surveillance program. Another nurse is concerned with administrative activities, which are so important in maintaining the team and pulling it together.

Q. ***What are some of your goals for 1990?***
A. We'll be focusing on employee health, of course, and on the quality of our services. We do have good services, now, but we need to ensure that we're continuously responding to the health needs of employees, or, more specifically, health issues pertaining to the job. We want to make sure that employees receive quality treatment for their occupational injuries from physicians. We're also continuing to provide counseling on health issues, and ensuring that people get good feedback — confidential feedback people can understand — on their voluntary physicals. People need to know what their health risks are and what can be done to minimize the risks.

I also plan to be involved with the local medical community by being on staff at some of the local hospitals. Meeting physicians on a professional and social basis in the community is a good way to get to know the professionals who are treating Shell employees.

Q. ***Will emergency care change?***
A. No. We're continuing to work closely with the Rescue And Medical Squad (RAMS) and Medco Ambulance Service. I'll attend their monthly meetings and supervise their first responder treatment and "protocols" to ensure the training and treatment is always top notch. The Medical Department will continue to provide first aid care and medical care for occupational injury or illness.

Accident Free PREVENTION'S THE KEY
WOOD RIVER review

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QUALITY

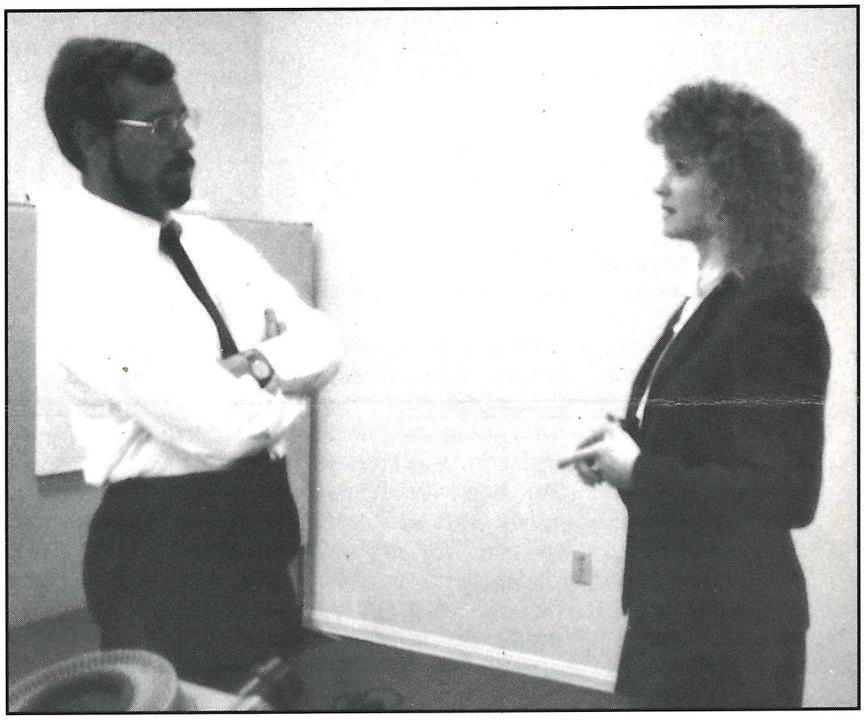
What does Purchasing look for in its suppliers?

by Lisa Hayes,
Supervisor - Procurement

Purchasing recently helped Colt Safety, our safety supplies partner, understand what companies such as Shell look for when selecting a supplier. The message centered around the quality process.

Colt Safety, a St. Louis based company owned by **Christine Beirman**, is in Shell's corporate Minority and Women's Business Program. The program, sponsored by the Purchasing Department, is designed to assist in the economic development of minority-owned and women-owned business enterprises. Our goal is to help develop high potential companies of this type into competitive, self-sustaining sources of materials, equipment and services. Colt Equipment is one of several women-owned business suppliers from whom we acquire supplies or services. They are rapidly growing into a viable competitor in the safety supplies and services industry.

In keeping with this program, I recently gave Colt Safety's salesforce a presentation at their St. Louis office to help them better understand the quality process, its importance to today's buyers, and what companies such as Shell look for in a supplier and a salesperson. I explained that we are less interested in seeing the "good ol' boy" salesman, but want to see a more professional sales approach that indicates, among other things, knowledge of their company's quality process, ways to save Shell money over the long term, ways to make their product and/or our use of their product safer. I explained that the quality process is the foundation on which Shell/Supplier relationships are based.



Lisa Hayes, Supervisor Procurement, explains how the quality process is used to assess supplier performance to Glenn Wieczorek, Vice President of Colt Safety.

Helping partners achieve grade-A performance

by Karen Maple, Analyst - Purchasing

Establishing mutually agreed-upon requirements is a cornerstone of the quality process, and of the partnership relationship Purchasing establishes with some of its vendors. Vendors identified as WRMC "Partners" are given longer-term contracts. Currently, there are approximately 15 partnerships in place. Over the last year, our partners have worked with different "client groups" within WRMC, so that they are able to offer us the best overall value. Some of their goals include improving the quality of their products/

Continued on next page

Helping partners . . .

Continued from front page

services, establishing open lines of communication to meet requirements, improving the timeliness of deliveries, and offering technological advice.

Purchasing measures the performance of our partners continuously. Measuring performance continuously helps us identify improvements in their service, as well as latent problems or issues. Whenever we notice a problem cropping up, we work directly with our vendor and Shell clientele to correct it. We're also pleased to share one of our favorite success stories, which has to do with a most important subject — on-time delivery of supplies.

The success story revolves around our current partners' performance. At the beginning of 1989, on-time delivery performance average or our partners was hovering around 73 percent. Realizing that the goal is 100 percent, we took immediate action. Partners have dramatically improved their performance. During the second quarter of 1989, performance improved to 85 percent. Third and fourth quarter, it improved even more. Currently, over 91 percent of all deliveries by our partners are on time. That's a remarkable improvement over a very short span of time.

Communication of requirements to our vendors, measurement of their performance, and dedication to perfection are the ways Purchasing is reaching its goals.

Fire and Ice at Distilling Unit 2

by Jim Brenkendorff,
Safety Inspector, Emergency Response

The call went out at 5:58 p.m., two days before Christmas: "Fire on Distilling Unit #2." The temperature was seven degrees below zero and the wind was brisk. Not the best weather conditions, surely, but the call went out and the fire crews responded quickly and professionally. Dedication and training paid off again, because no one was injured despite the treacherous conditions. The fire was contained quickly and, according to Distilling Operations Manager **Tim Cusick**, damage to the unit was minimized.

The entire Emergency Response organization gave a top quality performance, Cusick said. Not only did the fire crew respond quickly, RAMS were on scene ready to treat any injuries and to help rejuvenate ice-covered firefighters and operators. Operations was right on top of the emergency; they had started isolation procedures immediately.

Incidents such as these, mitigated by the cooperative, professional efforts of the Operations group and the emergency responders, are good examples of how fires should be fought and defeated. Thanks goes out to all who responded in the terrible conditions and stayed until the battle was won.

the Beacon

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Attention

all top quality employees:

Have you got a quality success story to share with the Complex? Bet you do. If you'd like to submit an article, please contact Joan Shapiro on ext. 2168 for deadlines and other information.



the Beacon