



Technical Operator Performance Support (TOPS)

Solutions for Process Industries

Truly improving the competencies and capabilities of your operators is not a one-time training event. Sustainable learning is best accomplished through a series of activities that happen over time. GP Strategies™ TOPS methodology combines that philosophy with a systematic approach to training that uses real-life scenarios to better prepare your workforce for what they can expect during daily operations.

The result? Many of our oil and gas clients see up to 70 percent improvement in worker competency measurements, setting the stage for more advanced and comprehensive skills. Let us achieve the same results for you.

Increase workforce competency with custom tools from a recognized leader.

With training as our company's core competency, GP Strategies has the resources, knowledge and expertise to create an efficient, effective TOPS program tailored to your precise needs. This includes providing a custom set of learning tools designed to decrease your operators' learning curves, equip them with what they need to solve challenges and reduce their time to competency. The tools are specific to your organization and will remain in your possession post-project. They include:

- Large Control Diagrams (LCDs)
- Process Description Manuals
- Normal and Emergency Procedure Manuals
- Startup/Shutdown Manuals
- Troubleshooting Exercises

“Our system uses real-life scenarios to better prepare your workforce for what they can expect during daily operations.

Our TOPS program is a training model designed to efficiently increase workforce competency.”





Enhance operator knowledge through the use of LCDs.

GP Strategies' subject matter experts work with you to create a highly detailed and organized diagram that will then be used to help develop your operators' knowledge. The goal is to put your operators in real-life situations so they will be better equipped to handle the specific units in daily operations and times of crisis.

Blend processes and visual diagrams together in Process Description Manuals (PDMs).

Another critical element in operations training is linking the controls to a process for the operator. The PDMs refer back to the LCD to create a learning experience that blends both visual and knowledge content, linking them together in memorable ways. The PDM details everything from control loops to temperature readings to process flows, and equipment and systems interfaces.

Use exercises to walk operators through real-life scenarios.

GP Strategies creates operator exercises based on real-world data. The goal is to put your operators in situations where they are required to diagnose and react to certain circumstances. This ultimately provides the experience necessary to solve existing problems while also preventing new ones.

Develop procedures for consistent, repeatable performance.

From a training standpoint, it is essential to accompany situational exercises with procedures to create a smooth, efficient process that can be repeated in the future. With our expertise, we can assist you in establishing your training and operational procedures that are custom to your organization.

Contact us at **1.888.843.4784**
to help increase operator performance
by up to 70 percent.

Count on the experience of a global leader in oil and gas technical training.

GP Strategies has been using our TOPS program to improve operator performance in oil and gas companies for over 20 years. As a result, our proven processes and procedures have been honed to a fine point, providing optimal results in some of the world's leading organizations. Let us put them to work for you, too.

GP Strategies' TOPS clients include:

ExxonMobil
Holly Frontier
Ecopetrol
Chevron
BP Alaska
ConocoPhillips
Flint Hills Resources
BP North America Refining



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