AN ENERGY SOLUTIONS COMPANY CASE STUDY

Specialized Training and Certification with Private Group Training

TPC

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Learn how a multi-national energy and chemical solutions company retained TPC to supplement their in-house training program with expert and specialized electrical training, and how they supplemented costs through state-issued grants.

BACKGROUND

An integrated energy and chemical solutions company, with plants throughout 30 countries, employs more than 20,000 people worldwide. Their Southwest Louisiana plant is one of the largest industrial employer in the region, providing jobs to more than 1000 employees.

The Louisiana plant's Reliability Engineer sought out TPC to provide supplemental, specialized coursework in electrical training and certification from licensed electrical training providers to approximately 60 employees, specifically content not available to be offered through their in-house training staff.

THE CHALLENGE

While the energy and chemical solutions company provides training, their in-house program faced several opportunities for improvement, including:

- **Lack of Internal Advanced Knowledge- Reliance on non-certified peer-to-peer, hands-on electrical safety training resulting in inefficient, inconsistent, and potentially dangerous instruction**
- **Significant Cost & Time Commitment- Expense of hiring supplemental training not addressed in their current program and Difficulty scheduling training for a large group of employees resulting in loss of production time**
- **Fragmented Equipment Supplier Infrastructure: Customized equipment requiring complicated instruction**

99 out of 100 training participants answered a survey stating that the simulation training program helped them understand their job better, was educational, and provided real-world scenarios.

THE TPC SOLUTION

TPC addressed the Reliability Engineer's concerns by recommending a curriculum that includes both in-person private group training and virtual instructor-led training address their training challenges, TPC provided various on-site courses to accommodate the specialized technicians across a variety of trades.

Subject Matter Expert Team: TPC's employee instructors were able to tailor content specific to the needs of the organizations across a vast array of topics; not limited to VFD, Electrical Troubleshooting, NEC Code Updates, and Electrical Safety, on a staggered schedule over two weeks to alleviate production time disruptions.

Safety & Effectiveness: The courses reduced reliance on peer-to-peer instruction, improved knowledge retention, and protected the safety of the employees. Using the same group of instructors for each class, TPC ensured consistency in information delivery, familiarity with the plant and machinery, and provided the opportunity to cultivate rapport, leading to increased knowledge retention.

Training Commitment: As a way to minimize the organization's upfront investment, they organization partnered with a local community college and received state-issued grant funds to help maintain the organization's training commitment

Equipment Specialization: The Instructors were able to tailor content specific to OEM specifications, manuals and diagrams to address the varied equipment encountered throughout the facility that was difficult to maintain consistent troubleshooting knowledge.

THE PROOF

Thrilled with the comprehensive electrical safety and troubleshooting content and delivery from an expert TPC instructor, the company added more on-site and virtual instructor-led courses to support increased needs and production during the pandemic.

Because of the success of the training partnership with TPC, the energy and chemical giant plans to continue its relationship through 2022 and 2023.

TPC customers all have one asset in common: Their people.

Partnering together, we help organizations realize the full potential of their workforce. It's not just about empowering and fostering a thriving loyal workforce. When employees grow and succeed, organizations do too.

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