Monday, April 9, 2018 – COP Meet & Greet

Location: Jack Daniel's Bar and Grill L'Auberge Casino Resort

6:00-8:00PM	Informal Meet and Greet at Jack Daniel's Bar and Grill, 6:00-8:00PM. This is located on the main floor of L'Auberge hotel. We have an area on the patio. Come have some appetizers, say hello to old friends, and make some new ones.

Tuesday April 10, 2018 – COP Current Project Updates

Location: McNeese State University Southwest Louisiana Entrepreneurial and Economic Development (SEED) Center (Meeting Room A Second Floor) - 4310 Ryan St, Lake Charles, LA 70605

7:30	Arrival	
7:45	Get Up to Speed on the COP Session to Cover: • COP Organization • Current Projects Recap • Potential Projects/Areas of Interest Primary goal is to provide background on key projects and enable first time attendees to readily participate in the COP	Cindy Scott, Chair, Emerson and Anne Walztoni, COP Project Manager
8:45	Break – Arrival for those not attending Intro to the COP	
9:00	Welcome	Dana Keel, Government and Public Affairs Manager, CITGO
9:10	Safety Information, Introductions, Agenda Review, Project Feedback Ground Rules	Lisa Via, Beville Engineering; Cindy Scott, COP Chair, Emerson; Ike Brackin, COP Chair Emeritus, FHR Deborah Franke, Facilitator
9:30	ShadowBox with Generic Simulation Update and Discussion Session to Cover: How generic simulation was used to deliver ShadowBox scenarios; advantages and disadvantages of method; delivery strategy; demonstration of ShadowBox software Feedback Needed: How method could be improved Preparation: https://operatorperformance.net/projects/content/shadowbox-generic-simulation	Gary Klein and Joseph Borders, MacroCognition Intro by Rene Stramwasser, CITGO
10:15	Break	
10:30	Background Color for HMI II Update and Discussion Session to Cover: Project plan; experiment details and results; path forward Preparation: https://operatorperformance.net/projects/content/background-	Michael Murdoch and Fu Jiang, Rochester Institute of Technology Intro by Tom Fiske, Yokogawa

11:30	Procedure Modularization Project and Discussion (Working Subgroup) Session to Cover: Explanation of the project and the rationale for modularizing/chunking procedures; progress-to-date Preparation: https://operatorperformance.net/projects/content/procedure-modularization	Dave Strobhar, Beville Engineering
11:55	Lunch and Networking – Meeting Rooms A, B & C	

12:55	COP Vision Brainstorming Session - Part 1
	
	Goals: To fill the future project pipeline with research questions and identify potential champions working in a small group activity
	
	Session to Cover:
	1. Discuss your organizations' 'big picture' - What's important and why? Are there new initiatives and challenges today?
	2. Brainstorm how can the COP help – *What new projects could add value?*
	3. We will be continuing the discussion Thursday, so if you are interested in championing a project but won't be there, let us know today
	
	Preparation:
	• Gather feedback from people within your organization to answer the following questions:
	  o What are the 3-5 biggest initiatives and/or challenges facing your operations organization today?
	  o *What are potential COP research projects that could provide valuable insight into these challenges?*
	• Review COP Vision Map and Research Ideas – note that this list continually evolves with input from our members
		Dave Strobhar, Beville Engineering

1:55	Break	
2:10	Member Presentation - Implementing COP Training Session to Cover: Sharing of practices/courses put into place in conjunction with COP projects, including operations qualification procedure, troubleshooting course, and simulator training	Ron Besuijen, NOVA Chemicals
2:35	Training Systems Final Presentation and Discussion	Beth Blickensderfer, Embry-

	Session to Cover: Survey results and discussion	Riddle Aeronautical University
	Preparation: https://operatorperformance.net/projects/content/training-systems	Intro by Ron Besuijen, NOVA Chemicals
3:40	Break	
3:50	Operator Training Benchmark Update and Discussion (Working Subgroup) Session to Cover: The areas and examples of input to date; the database output of the results; and next steps Feedback Needed: If anyone wants to join the project, it isn't too late; it will only require concentrated work to catch up. Also, looking for ideas on dissemination to public and members. Preparation: https://operatorperformance.net/projects/content/operator-training-benchmark	Dave Strobhar, Beville Engineering
4:35	Mental Models Final Presentation and Discussion Session to Cover: 1) our findings, which yielded a functional and adaptive account of mental models, and 2) the training recommendations and potential next steps for this line of work Feedback Needed: Is there interest in a follow on project? Preparation: https://operatorperformance.net/projects/content/mental-models	Gary Klein and Joseph Borders, MacroCognition Intro by Ron Besuijen, NOVA Chemicals
5:25	Announcements	Lisa Via, Beville Engineering
5:30	Adjournment	
6:30	Dinner at Pujo Street Café	

Wednesday, April 11, 2018 – Educational Opportunities

Location: McNeese State University Southwest Louisiana Entrepreneurial and Economic Development (SEED) Center (Meeting Room A Second Floor) - 4310 Ryan St, Lake Charles, LA 70605

8:15	Arrival

8:30-11:30	***MEMBERS ONLY Short Course:*** ShadowBox Train the Trainer Follow On (Meeting Rooms D & E Second Floor) Session to Cover: This will be a follow on to the first train-the-trainer workshop presented last October. The purpose of this exercise is to go deeper and resolve any questions and/or issues that the attendees have about using the ShadowBox approach. We will assume everyone has a foundational knowledge of ShadowBox, so please read the ShadowBox User Manual if you did not attend the fall meeting. We will conduct the following exercises with the group: • Scenario development practice – Bring the scenarios you have created. We will review these as a group and reflect on what works and how they can be improved. If no attendees have scenarios they would like to share, we will have a generic scenario we can develop as a group. • Scenario facilitation practice - During the scenario review process, we can also have the scenario creators facilitate one or two decision points with the group. This allow the group to experience the scenario and for the group to provide constructive feedback for the facilitator. • Discuss the most important cognitive requirements for panel operators, which should be addressed in the ShadowBox scenario • Pre-mortem and post-mortem methods for ShadowBox - We will contemplate all of the ways a ShadowBox project can fail and then identify ways we can bypass these obstacles. We will also discuss how ShadowBox and other cognitive skills training applications can improve decision making and operations. • Q&A	***Short Course***: Workshop to Create Effective Level 1 Displays (Meeting Room A Second Floor) Session to Cover: Participants will (1) learn the requirements for an effective Level 1 display and (2) create prototypes for existing console operations. Background: Level 1 displays are essential for an operator to maintain situation awareness, but many companies struggle with their creation, particularly for large spans of control. The key aspects of an effective Level 1 will be reviewed. The steps to create an effective Level 1 will be demonstrated on a console from one of the participants. Small groups will then be used for participants to attempt to create a level 1 for one of their console operators. The group will re-assemble and discuss issues in attempting to create effective Level 1 and critique the results.

11:30	Break

12:00 – 4:30	Lunch followed by **The Lake Area Industries/McNeese Engineering Partnership Process Safety Group Meeting**

Their agenda is:

"An Introduction to the Center for Operator Performance?" by Dave Strobhar, Beville Engineering
Very brief background of COP for Process Safety Group

"Critical Mitigation Element (CME) Methodology: An Approach to Achieving Consistent Risk Evaluation Results," by Dr. Stewart W. Behie / Manager Safety and Process Risk / Occidental Oil & Gas Corporation
Consistent Risk Assessments are important inputs into management decisions (process, safety, cost allocations). Consistency in assessing risks allows Risk Engineering team confidence in comparing risk results across all operating units.

The Asset Integrity team has a basis for prioritizing inspection, testing and maintenance programs. Operating management has a firm basis for prioritizing activities / projects. Senior management can optimize allocation of resources among different operating units.

"Advanced Next Generation Procedures Initiative: Research Results and Applications" to be presented by Dr. Camille Peres of Texas A&M, College Station
Well-written procedures can be an integral part of safe operation, managing risks, and continuous improvement in the high-risk settings of process industries. Although the importance of procedures is recognized by all industries in general, significant incidents have occurred in past due to procedural breakdown. This presentation will share results from a series of studies looking to identify elements predictive of reported and observed deviations from standardized operating procedures. Potential applications of these findings will also be shared.

"Process Safety: Are We Getting Any Better?" by Paul Gruhn, P.E., CFSE Global Functional Safety Consultant of AE Solutions, Houston
There have been many well-publicized process industry accidents around the world since the 1970s. These accidents have resulted in new regulations, government bureaucracies, standards, books, products, and even training and qualification programs. We have been covering these issues at industry conferences for more than 30 years. Are we making any headway? Are we getting any better in terms of process safety? Are we having fewer accidents, injuring fewer people, or having less environmental impact? This presentation will answer that question through the observations of someone with four decades of experience, the anecdotal experience of others, and a review of industry studies.

6:00 PM	Le Beaucoup Buffet at L'Auberge Casino Resort

Thursday April 12, 2018 – COP Member Meeting

Location: McNeese State University Southwest Louisiana Entrepreneurial and Economic Development (SEED) Center (Meeting Room A Second Floor) - 4310 Ryan St, Lake Charles, LA 70605

Note: The content for this part of the meeting is still being determined. If members have suggestions, please email Lisa Via at LVia@Beville.com.

7:45	Arrival	
8:00	Words from Our Chair	Cindy Scott, Emerson
	Current Project Health Review	Anne Walztoni, COP
	Financial Review Session to Cover: 1. Review of current finances 2. Review/discussion of member dues 3. Discussion of budget for 2018/9	Lisa Via, Beville Engineering
	Mental Models Discussion Session to Cover: Discussion of ideas raised during the Mental Models Final Presentation and what type of follow on we might consider	Ron Besuijen, NOVA Chemicals
	Funding the Next Round of Research Session to Cover: Vote on Console Workload, Mental Models II proposals Preparation: Review proposals and RFPs at https://operatorperformance.net/operations/category/potential-research	Lisa Via, Beville Engineering
	COP Vision Brainstorming Session Wrap Up – Filling the Project Pipeline Goal: Compilation of ideas from Part 1 and identification of primary areas of interest/champions for future research projects	Dave Strobhar, Beville Engineering
12:00	Lunch	
	Future Management Organization Discussion	Cindy Scott, Emerson and Lisa Via, Beville Engineering
	Next Meetings Fall Meeting • Hosted by HollyFrontier, location TBD but tentatively Tulsa	Lisa Via, Beville Engineering

- Week of October 22nd
- Short Course Offerings?

Spring Meeting
- Location? Need Host
- Date?

	Communications Update Session to Cover: Review of last six months of marketing/communications activities	Tricia Senkiw, COP
	Post Project Review: ShadowBox Train the Trainer Session to Cover: Project Closure and Post Project Review of the ShadowBox Train the Trainer. The goals of this presentation are to summarize the project outcomes and discuss what went well and what we can do to improve our project process in the future. Feedback Needed: Participation in the discussion. How do you feel the project went? Have you used the results and, if so, what was the outcome at your company? Preparation: https://operatorperformance.net/projects/content/shadowbox-train-trainer	Anne Walztoni, COP
	Post Project Review: ShadowBox Training Method II Session to Cover: Project Closure and Post Project Review of the ShadowBox Training Method II. The goals of this presentation are to summarize the project outcomes and discuss what went well and what we can do to improve our project process in the future. Feedback Needed: Participation in the discussion. How do you feel the project went? Have you used the results and, if so, what was the outcome at your company? Preparation: https://operatorperformance.net/projects/content/shadowbox-training-method-ii	Anne Walztoni, COP
	TBD (Other board business, etc.)	Lisa Via, Beville Engineering
5:00	Adjourn	
	Dinner and Networking TBD	