

## CLIENT CASE STUDY

### “ACTION ITEM RESOLUTION”

- ∴ **Facility Type:** Refinery
- ∴ **Services Provided:** Action Item Resolution

### The Opportunity:

- ∴ Over the course of a four year time period, a major United States refinery was inundated with over 1,000 action items and asked Smith & Burgess to provide recommended resolutions.

### Our Solution:

- ∴ In order to turn around their PSM Management standards, Smith & Burgess performed extensive interviews with operations engineers at the refinery’s request.

### The Results:

- ∴ After two weeks of investigation, Smith & Burgess identified that one third of the action items were invalid and then prepared a plan to drive closures on the remaining two-thirds. Our engineer’s help the refinery install a successful and sustainable PSM Management Program for future compliance.



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