

## customer training

### Overview

We understand how important ease of doing business is to our customers. Enhancing the lubrication skills and knowledge of your personnel is one of the ways ExxonMobil can help. Many of our engineers spent time at sea, so the advice and information they share during customer training is based on “real-world” experience. Increasing your personnel’s understanding of lubrication-related subjects can translate to an increase in equipment life and reliability, reducing your overall maintenance costs.

Listed below are some of the skills and resources our engineers offer.

### Description

- Conduct two-to-four hour sessions on basic-to-advanced lubrication topics for vessel/office engineering/maintenance personnel involved with equipment lubrication activities
- Share ExxonMobil engineering and lubrication expertise with your personnel to improve operation
- Use an interactive problem-solving approach to involve training participants in knowledge building
- Create an awareness of the impact of poor and good lubrication practices
- Adapt the training to meet your specific needs in terms of content and presentation
- Cover topics such as fundamentals of lubrication, engine, hydraulics, gears, bearings lubrication, lube storage and handling, oil analysis, etc.
- Emphasize application, technical issues, problem identification and resolution rather than products

### Application

- Develop list of potential training topics based on customer needs and priorities
- Discuss timing requirements and involvement of shipboard personnel
- Identify, select and extend invitations to clinic attendees
- Identify and invite expert ExxonMobil and/or equipment builder and supplier resources



*Enhancing the lubrication skills and knowledge of your personnel is one of the ways ExxonMobil can help you meet your business goals.*

### Deliverables

- Training on basic-to-advanced lubrication topics, professionally delivered by knowledgeable ExxonMobil personnel and, as appropriate, by equipment builder and other personnel
- Engineering Service Report documenting the training event, significant outcomes, and resulting value to your business
- Certificates to participants if the training is for competency certification

## Potential Benefits

- Increased competency and value of personnel
- Increased equipment life, reliability and availability through effective and efficient lubrication practices
- Application of classroom training to field situations
- Opportunity for engineering/maintenance personnel to learn and exchange useful information, and resolve lubrication related problems
- Engineering/maintenance personnel updated on most current industry knowledge and experience applicable to basic lubrication topics
- Improved morale of lubrication and maintenance personnel
- Access to a valuable resource of lubrication related knowledge

## Safety, Health and Environmental Awareness

ExxonMobil lubrication specialists:

- Use the training to educate plant personnel on safety, health and environmental issues related to lubricants and lubrication practices
- Are available to conduct additional custom tailored clinics (such as Storage and Handling) for further emphasis on this specific areas
- Strictly observe the site's safety rules and ExxonMobil's safety practices
- Provide recommendations to reduce the hazards associated with spill, leakage and fire