



PETEX

TRAINING NEWSLETTER NEWS FOR THE ENERGY INDUSTRY FROM PETROLEUM EXTENSION SERVICE

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PETEX geared up for proposed standardized offshore accreditation.

New *Comprehensive Stability* Book Designed to Accompany Training Standards for MOUs

By Julia Ruggeri

Imagine the Olympic games with no rules. The best athletes from each country train, but there are no global standards or criteria for how the games should be played. When athletes meet at the Olympics, each country has different ideas of how to compete. On what basis can excellence be determined?

Much like a no-rules Olympics, the offshore petroleum industry has had no minimum standard for training and safety, and this has caused dramatic variances among training and safety programs. To address this issue, the Maritime Safety Committee of the International Maritime Organization (IMO), an agency of the United Nations, adopted Resolution A.891(21) in 1999 recommending uniform standards of training for personnel on Mobile Offshore Units (MOUs).

In response to the Resolution, the International Association of Drilling Contractors (IADC), in conjunction with the International Nautical Institute (based in London) has begun offering drilling industry accreditation for providers of marine stability training. The program is coupled with an individual certification system for ballast control operators. Dado Matkins, Chairman of the IADC Training Committee and member of the PETEX Advisory Board, explains, "This system will provide a universally accepted standard for stability training. In the future, offshore workers will get IADC certification accepted by the offshore industry worldwide."

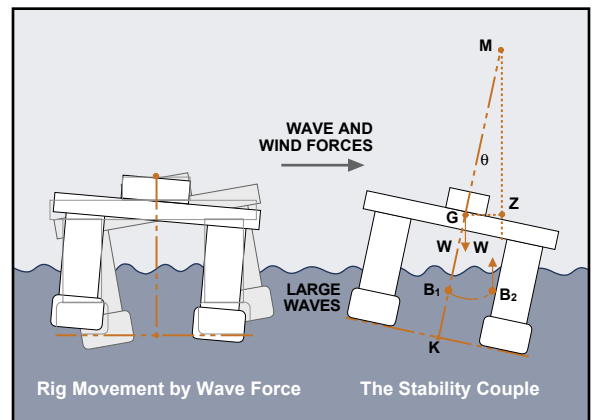
PETEX's newly published *Comprehensive Stability* book specifically meets the needs of this international accreditation program. The book is aligned to cover the knowledge, understanding, and proficiencies required for offshore installation managers, barge supervisors, and ballast control operators and is a valuable resource for

trainers. It is also an excellent addition to the library of all personnel working in the offshore industry.

According to Matkins, PETEX's *Comprehensive Stability* will be helpful to people who want to prepare for certification. "Unlike many stability books on the market, *Comprehensive Stability* is written by personnel who have current experience working on rigs. This book uses rig examples," says Matkins. "It's a book written by, and specifically for, today's offshore industry."

The first edition of *Comprehensive Stability* covers the entire theory of stability up to and above the standards as required by IMO Assembly Resolution A.891(21). Included in the text is a chart showing how the content of the book aligns with each training requirement.

The *Comprehensive Stability* book is now available for \$45. The ISBN is 0-88698-214-6 and the catalog number is 1.11010. To order call PETEX Sales at 1-800-687-4132 or 512-471-5940 or send a fax order to 1-800-687-7839 or 512-471-9410.



THE UNIVERSITY OF TEXAS





A MESSAGE FROM THE DIRECTOR

I really want to know!

Not long ago, I had a conversation with a colleague from a sister university about how well she and her staff were doing in serving her community with online courses. She told me that she had been tracking customer satisfaction, and that the results were a clear demonstration of the hard work she and her staff had done over the period of a year.

“How do you do that?” I asked. “How do you measure whether your customers are happy with your products and services?”

Her eyes lit up—she was happy for the invitation to explain. “We have two ways,” she told me. “One is by tracking the number of defects in our courses, and the second is by tracking the number of complaints we receive.”

My jaw must have dropped in disbelief, but if she noticed she didn't seem to mind. She continued, rattling off dashboard numbers and scorecard data and percentage ratios until I was able to recover and excuse myself.

Counting mistakes and complaints is not my idea of measuring how well PETEX serves you. In fact, I don't want numbers at all. I want to talk to you. I want to hear what

you need from us, what you expect from us, why you chose us, and what we can do to help you do your jobs better.

And I also want to hear from you where we got it wrong, how we disappointed you, and—from former clients—why you left us. I really want to know.

Listening to you and learning from you will help us serve you better not only in the short term, but in the long term as well. As we begin to fully understand your needs and expectations, we'll get better at predicting how they're likely to change. After all, understanding what you need is one thing. Being able to provide it for you quickly and efficiently is quite another.

To help foster this dialogue, we'll be making personal visits with you and arranging monthly lunch meetings in the Houston area beginning this summer. If you buy our publications, we'll be asking if they're providing the information you need and in the format you need. If they're not, how can we alter them to serve you better? If you send staff to our training courses, are they offered at the right times, do they provide the appropriate depth of content, are they too long or too short? How can we design them better to suit your needs? I really want to know.

I look forward to listening to you, so if you get a call or a lunch invitation, please respond. And if we don't get to you quickly enough, give me a call and let me know what's on your mind. I really want to know.



Coming Soon!

ALUMNI CORNER

In speaking to the alumni of the training courses in Houston, it has become apparent that our clients need a forum that will allow them to communicate not only with PETEX but with each other. Starting in the fall edition of this newsletter, we will use this space to allow former clients to let us and others know what's going on in their lives. If you have any contributions or suggestions about the format or content of the Alumni Corner, let us know. Please email pshpetex@mail.utexas.edu with any suggestions. In the meantime, stay in touch with us and with each other!

Greg McCormack



Billy Swor

THE PUBLICATIONS TEAM

By Greg McCormack

I am going to tell you a secret if you promise not to tell anyone. Order PETEX publications from Billy Swor, sales and service representative, before 2:00 p.m. U.S. Central Time, and David Acuña, PETEX warehouse supervisor, can have them shipped that same day! Be careful whom you share this with, though; if everyone decides to test the system we may have a problem.

Most likely, Billy will be the person you speak to on the phone or who picks

up your fax or e-mail. Billy goes the extra mile to make sure your order is processed accurately. Then David, the most organized warehouse supervisor that I have ever met, will fill your order and ensure its safe shipment. PETEX ships globally, and we strive to provide constant attention to detail and speed to get your order to you.

Two other PETEX staff members, Angero Holt, accountant, and Rick Garza, financial analyst, sometimes pitch in with sales and shipping during really busy periods. However, their main goal is making sure your billing is accurate, timely, and as painless as possible.

On the other side of publications, working with updating of PETEX books and training manuals, is Julia Ruggeri, our new publications administrator. She is responsible for copyrights, author contracts, and assisting in the editing process. Debbie Caples, our senior graphics designer, works with photos and graphics and is responsible for designing the layout of our books, newsletters, and training materials. Doris Dickey is our proofreader supreme. I keep trying to



David Acuña

slip made-up words past Doris and have yet to succeed.

You might be interested in knowing what the ten best sellers are from the PETEX catalog, so we provide that list for you below.

ATTENTION: The first person from each of the five continents who e-mails pshpetex@mail.utexas.edu will receive a complimentary copy of his or her choice from the top ten publications list!



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PETEX 2004 Best Seller List

1. A Primer of Oilwell Drilling
2. Practical Well Control
3. Fundamentals of Petroleum
4. A Dictionary for the Oil and Gas Industry
5. A Primer of Offshore Operations
6. Oil and Gas: The Production Story
7. Well Control for Completion and Workover
8. A Primer of Oilwell Service, Workover, and Completion
9. Arithmetic for Rig Personnel
10. Rotary, Kelly, Swivel, Tongs, and Top Drive, Rotary Drilling Series Unit I, Lesson 4



Training Schedule

School	CEUs	Length	2005*	Tuition
Advanced Petroleum Measurement	3.3	4½ days	November 14–18	\$1,000
Basic Petroleum Measurement	3.3	4½ days	November 7–11	\$1,000
Corrosion Mitigation	3.3	4½ days	November 7–11	\$850
Elementary Drilling	3.1	4½ days	October 3–7	\$800
Hydraulics for Pipeline Engineers	3.3	4½ days	October 10–14	\$1,100
Hydraulics for Pipeline Operators	2	2½ days	October 4–6	\$650
Introduction to Offshore Operations	3.3 (32 CPEs)	4½ days	October 17–21	\$1,000
Introduction to Programmable Logic Controllers	2.3	2½ days	October 18–20	\$700
Mass Measurement of Hydrocarbon Fluids	3.3	4½ days	October 24–28	\$900
Natural Gas Measurement [formerly Gas (Fluid) Measurement]	3.3	4½ days	November 14–18	\$900
Supervisory Control and Data Acquisition Systems (SCADA)	2.3	2½ days	October 25–27	\$700
Valves and Actuators (Operation and Maintenance)	3.3	4½ days	December 5–9	\$800

For more information about course schedules and availability, please call the Houston Training Center at 1-800-687-7052 or 281-443-7144

*All prices and dates are subject to change without notice.

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News For The Energy Industry From The University of Texas

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