

OPERATOR TRAINING

EAI provides training over the entirety of the business relationship with the customer. For program startup, we produce a *Program Management Guide*. Our program startup training encompasses the content of the Program Management Guide, including the following:

- How to perform tests
- How to monitor chemical program results
- How to work safely with chemical products
- How to operate or adjust equipment supplied

After initial training is complete, we focus on on-going competency development as opposed to topical training. For improved retention, we follow the “Tell, Show, Do” philosophy of training. Our Competency Development Program (CDP) is outlined in the following pages.

In addition to our CDP we offer topical training on all aspects of water management.

WATER MANAGEMENT COMPETENCY DEVELOPMENT PROGRAM

COMPETENCY is fundamental knowledge, skill & expertise in a specific subject matter or skill set.

DEVELOPMENT means a progression from a simpler to a more complex state.

PURPOSE

To provide a training program for the Water Management Team designed to develop the on-site knowledge, skill and expertise required to implement a safe, GREEN, cost-effective Water Management Plan.

PROCESS

The training is conducted in “phases”, where each phase builds upon the previous phase. There are 4 phases with 6 sections to each phase.

PAYOFF

Water Management Team members will learn a systematic method for successfully implementing a Water Management Plan. This will result in:

- 1) Cost-Control
 - utilities (electricity, fuel, water)
 - water treatment
- 2) Optimized Results
 - efficient heat transfer
 - minimized water consumption
 - control of waterborne hazards
- 3) Ownership and Development of team member knowledge and skills
 - competencies are defined
 - conformance to requirements is expected
 - improvement is recognized

COMPETENCY DEVELOPMENT PLAN

Phase One

- Knows if Controllers Work
- Knows if Pumps Work
- Knows if Chemical Level is Going Down
- Runs All Required Tests
- Informs Lead Personnel when Alerts or Out of Spec Conditions Occur
- Understands How to Safely Use and Dispose of EAI Products

Phase Two

- Calibrates and Maintains Controllers
- Maintains Pumps and Timers
- Logs Chemical Levels and Meter Readings
- Understands Water Management Plan Objectives
- Uses Corrective Action Flow Charts to Make Corrections if Any Tests Results are Out of Specification
- Understands Risks and Control Measures Associated with Waterborne Pathogens

Phase Three

- Understands Fundamentals of Cooling Water: Scale, Corrosion, Fouling and Microbiological Control
- Understands Fundamentals of Steam Generation: Scale and Corrosion
- Understands Fundamentals of Domestic Water: Quality and Safety
- Uses Tests, Trends and Inventory Usage to Adjust Pumps, Timers and Controllers
- Desires More Training
- Understands Validation Criteria and Frequency

Phase Four

- Assures Chemical Usage Correlates to Theoretical Usage
- Focuses on Improvement Projects
- Understands GREEN Principles and Links to Water Management Plan
- Utilizes Validation Results to Drive Communication and Accountability with Supplier
- Capable of Training Others in all Aspects of the Water Management Plan