



“Even though I have a lot experience, it was interesting to learn how things were done on other plants and to see how our procedures could be improved”

Name: Hughie Baker
Position: Production Specialist
Experience: +30 years
Plant: Essar Oil UK Ltd., UK

Why did you join LEARN?

When you have been in the industry for many years, it is not always easy to find relevant post education. The scope of LEARN sounded like a good opportunity for me to refresh my knowledge and hopefully get a better theoretical understanding of why things happens in real life.

What did you find the most useful during LEARN?

I liked that throughout the courses there were a lot of case stories, it gave me the possibility to learn from other's experience, but also to bring in my own knowledge and talk about

how we have solved similar problems and discuss if there had been better ways to do so, or possibly how to avoid them from occurring in the future.

Which of the courses did you find the most beneficial and why?

The Steam Reformer Assessment course. We had some problems in the past with operation of our reformer, and it was nice to get the background knowledge, especially on the tube material side, on how to make sure that you protect the reformer and ensure that it is operated optimally.

How will the knowledge gained help you when you go back?

Based on the information given during the course, I will be able to go home and update our monitoring

and turnaround procedures, which is currently from the eighties. I will also use my knowledge and ideas from how the sessions were conducted to train our many new operators.

How was LEARN for you?

For me LEARN was a great experience. I have a lot of operational experience, but it was really good for me to get my knowledge updated and to identify the knowledge gap we have on site, so that I know what I need to focus on when training our new operators.