

## CLIENT CASE STUDY

### “ACTION ITEM RESOLUTION”

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

### The Opportunity:

- ∴ The Process Superintendent at a large specialty chemical manufacturing complex had over 600 open action items that were past due and needed direction on how to close them. The action items were assigned to the unit engineers who were unable to dedicate the necessary time.

### Our Solution:

- ∴ Smith & Burgess’ engineers consolidated and prioritized their list of action items into different categories and prioritize them. Our engineers were able to close out the majority of the action items within two months and delivered an actionable plan to close out the remaining few.

### The Results:

- ∴ By closing out the majority of action items, Smith & Burgess saved the chemical manufacturing complex an estimated \$500,000 in associated costs.



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