



Shea
Writing & Training Solutions
Technology Into Words!

Partners . . . by Design

Establishing a relationship between your company or organization and Shea Writing and Training Solutions is the first step towards completing a job well done.

Whether the scope of work includes writing, editing, proofing, formatting, graphics, web design, scribing, training, or project management, rest assured that the professionals at Shea Writing and Training Solutions will provide the assistance you need – on time and within budget.

You can expect:

- Professional information developers who can translate technical information for the end user.
- Writers who organize documents for readability and clarity.
- Editors who ensure consistency.
- Scribes who capture live meeting notes.
- Trainers who develop training for adult learners.
- Artists who design graphics to illustrate concepts.
- Project Managers who organize and manage documentation teams.
- Written reports that will keep you apprised of your project status.
- Team players with “can do” attitudes.

Take the first step now towards establishing a relationship with Shea Writing and Training Solutions. Please call us at +1 713 723-9142 to discuss your technical communication needs.

The following pages provide more information about us. Detailed information on Shea Writing and Training Solutions and our services is also available on the web at sheaws.com or by e-mailing Evalyn at evalyn.shea@sheaws.com.



NAICS Codes: 561410, 611430
DUNS: 01-545-0844

SIC Codes: 7338, 7363, & 8999
WBENC Certification: 236014

Texas Historically Underutilized Business: 1760528397100



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Why You Need Us . . .

569,910 words in an SOP manual
*47,073 words in a Project Execution Plan**

You work intensely for months gathering data, designing, managing risks, making decisions, building, testing, training, commissioning, and finally operating. On top of that, you have to provide documentation every step of the way. Who has time to write? Who designs the training needed?

You need a technical communications consultant.

With an experienced technical communications consultant, your team can accelerate the development and distribution of project documents throughout the project schedule. Team members focus on their core tasks, and the communications consultant focuses on clearly conveying the project's philosophy, approach, processes, and procedures.

Shea Writing and Training Solutions, Inc.

When you work with one of our consultants you can expect:

- Familiarity with technical terminology and your industry.
- Knowledge and skills in designing effective written communications and presentations.
- Experience with the types of documents you need: project execution and risk management plans, HSSE programs and plans, HAZOPs, procedures, user guides, and project controls.
- Experience with the design and delivery of technical training for a variety of competencies.

To know more, look through the rest of the materials in this packet. Learn about our services, clients, projects, and methodology. For more information, call our office at +1 713.723.9142, visit www.sheaws.com, or email info@sheaws.com.

A technical communications consultant can be
the difference between project clarity and project chaos.

A technical communication consultant can also stand
between you and 569,910 words!

*actual numbers from two of our current projects



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What We Do . . .

Services

Operations, Production, and Maintenance Manuals

Our turnkey services cover the development and production of manuals and project management, including scheduling and tracking all phases of publication. We can develop complete operating procedures for you, listing the *scope, summary, pre-requisites, tools and materials needed, safety warnings*, and clearly defined *steps* needed for correct, safe performance. We gather and organize information, prepare outlines, design page layouts, and develop document templates. We write the draft, coordinate revisions with the client, and deliver the final product in your desired media.

Scribing – HAZOP/HAZID, HSE and Peer Reviews, and Leadership Team Meetings

Our scribing services are available for any of your structured or facilitated meetings, project assessments, user group reviews, etc. Scribing services include preparation before the meeting, as well as compiling minutes or other reports after the meeting. Most importantly, our experienced scribing staff provides a real-time record of meetings and meeting notes, allowing your engineers the option to see and approve all records as they are being created. We are proficient with scribing software programs as well as with using Excel or Word templates for information capture.

Training and Instructional Design

Our instructional designers can develop classroom, blended learning, and online courseware for your new employee orientation, refresher training, on-the-job training, visual aids, job aids, and audio or video scripts.

Documentation Management and Control

We understand the importance of documentation management for your company's ISO compliance protocols. Our professionals can provide configuration control for all your required documentation and can help bring your existing systems up-to-date.

Proposals and Presentations

We provide support in organizing data, formatting, and writing and editing proposals. We also can assist you with presentation development.

User Guides and Online Help

Stepping into the shoes of the end-user, we develop software documentation to enable the user to quickly and easily learn and use the software to meet his/her business needs. Whether the end-user is doing data entry, performing simulations, or researching data and preparing reports, our writers understand the value of seeing the information from the user's point of view. Using popular authoring tools such as RoboHelp® or Doc-to-Help®, we concurrently develop information for printed manuals and online help.

Note: This list contains a broad description of our services. Please call to inquire about specific assistance with your documentation and training needs.



We've Done It Before . . .

Projects

Operating Procedures and Rig Manuals

Operating procedures for fixed and floating offshore platforms, gas plants, pipelines, equipment, variable frequency drives, and material handling equipment for the military

*ABB · Baker Energy · BP · Cameron
Cheniere · FMC · Hess · IOGCC
OXY · Parker Drilling · Shell
Southern Union Gas · Uson*

Regulatory Operations Manuals, Permits and Applications, and Emergency Response and Oil Spill Response Plans

Operations Manuals for Floating Offshore Installations in compliance with the U.S. Coast Guard Permits and Applications for U.S. and foreign compliance

ABB · BP · ExxonMobil · Southern Union

RFP and Proposal Support

RFPs and proposals for both commercial and government bids for EPC and EPIC contracts, equipment, facilities, and services

*A Hak Industrial Services · Aker Solutions · BP · KBR · Doris, Inc. · FMC Energy Systems
J P Kenny · Raytheon
SNC-Lavalin Constructors, Inc. · SPT Offshore
T.C. Computer Services*

Design Basis (DBM), Specifications, and Project Execution Plans (PEPs)

Project documents, including documents for translation into other languages

*ABB & Exxon Mobil (Russia) ·
BP (U.S., Azerbaijan, and Norway)*

Technical Publications

Technical documents for industry publications and conferences, internal reports, and data books

*BP · Cameron · FMC Energy Systems · Hess
Shell · Stress Engineering
SunStone Corporation · Wild Well Control, Inc.*

Safety and Hazard Manuals

Process and Process Hazards, best practices, safety manuals, forms, processes, and materials for HSE for land and offshore facilities

*BP · Cheniere · Intermoor · Southern Union Gas
Spectra Energy · Nexen Energy · OXY*

Scribing – HAZOP, HAZID, etc.

Onshore and offshore pipelines, facilities, and drilling, including reviews on existing facilities and proposed procedures for installation, start up, and commissioning

*BHP · BP · Cameron · Chevron · Equilon ·
ExxonMobil · J P Kenny · Shell
Webb, Murray & Associates*

HSE, Peer Reviews, Lessons Learned, and Leadership Team Meetings

Preparation of reports, meeting minutes, and knowledge capture

BHP · BP · Hess · Shell · Southern Union Gas

Software User Guides and Online Help

Software documentation standards, user guides, and online help for software including SAP, proprietary equipment, database programs, and chemical plant and refinery simulation programs

*Baker Oil Tools · Baker Petrolite · BP
Cameron · KBC Advanced Technologies ·
Revention · Sysco · Uson
Wild Well Control, Inc.*

Training

Training workbooks, on-the-job training manuals, online tutorials, and instructor materials for plant operations, Coast Guard licensing, competency management, subsea, software, and technical writing

*Aker Kvaerner · Baker Hughes
Baker Oil Tools · BP · Cheniere · Chevron
EnerSys · IADC · Marine Technology Society
Process Consulting Services
Spectra Energy · Stress Engineering · Uson*



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Who We Did It For...

Clients

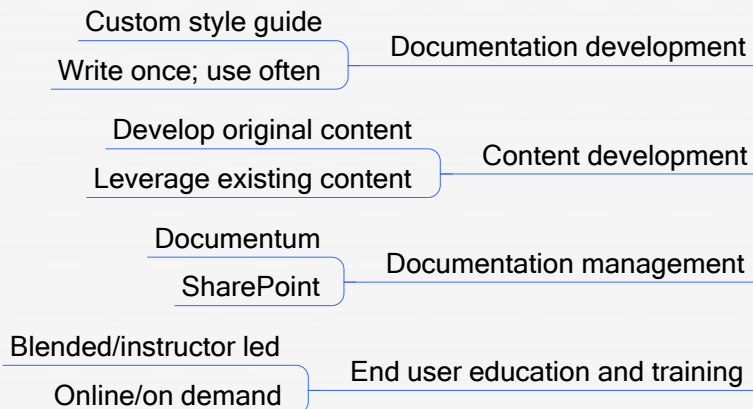
ABB Lummus Global, Inc.	Gimmal Group	Shell
AECOM	Hess	Smith Services
A. HAK Industrial Services	Huisman-Intrepid	Southern Union Gas
ASME- IPTI	Huntsman	Spectra Energy
BAE Systems	IADC	SPT Offshore
Baker Energy	Ingrain	Stress Engineering Services
Baker Hughes	Intermoor	Stress Subsea
Baker Oil Tools	J P Kenny	Sulzer Pumps
BHP Billiton	KBC Advanced Technologies	Sunterra Oil & Gas
BJ Services	KBR	Superior Well Services
Bocci Engineering	Lime Instruments	Surefire Industries USA
Boeing Company	Marathon	Survival Systems
Boxley Group, LLC	MI SWACO	Sysco
BP	MODEC International	Talisman Energy
Cameron	Moss Maritime (Saipem)	Technip
Canadian Consulate	Noble Energy	TeleDrill
Cheniere	Oceanering	Texas Petrochemicals
Chevron	Offshore Energy Center	TNK-BP
Coastal Fire Protection	OMRON-IDM Controls	Transocean
Cobalt International	OXY	Transwestern Pipeline
ConocoPhillips	Panhandle Energy	Trelleborg
Crystaphase	Parker Drilling	Unidynamics
Cudd Energy Services	PDVSA	UniversalPegasus
Decision Strategies	Petrofac	U. S. Army Corp of Engineers
Devon Energy	PL Olefins, LLC	US Oncology
DNV	Premium Drilling	Uson L.P.
Doris, Inc.	Pride International	Vetco Gray
Dow	Process Consulting Services	Wachs Subsea
DTC International	PSC, LLC	Waste Management
Dynegy	Raytheon	Webb, Murray & Associates
El Paso	Puffer Sweiven	Wild Well Control, Inc.
Energy Transfer Company	Riskbytes	Williams Gas Pipeline
ExxonMobil	Risktec Solutions	Wilson Supply Company
FMC Technologies, Inc.	Schlumberger	Worley Parsons - INTECSEA

Why we are the best choice for your project

We are project advocates

We are committed to creating end user documentation and training that enables you to realize your return-on-investment

We use a variety of methodologies and tools for implementations



We are skilled technical writing and training consultants

We are consultants who bring experience and expertise bandwidth to your project team

We are very quick studies on your concepts, processes, procedures, and technical details; we have excellent interviewing skills

We are process and procedure oriented

We train our employees to think and write in terms of process and procedures

We have tools to facilitate the process

Pre-production checklist

Project tracking

Customizable editing check list

Automated MS Word or FrameMaker templates



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How We Do It . . .

Information and Instructional Design

Our Design Philosophy

Your investment in documentation and training can be a major expenditure with a short shelf life. How can you improve your return-on-investment? We think one way to do that is by designing for re-usability of your content. We accomplish this through careful analysis of the purposes for the content and of the personnel who will use the content. For example, your process and procedure documentation should also serve as training material without creating additional documentation.

Our Design and Development Process

Our instructional designers work with you during the *analysis phase* to 1) determine the purposes (near-term and long-term) for your content and 2) gather information about the target audience(s) and how they will use the content. The *design phase* produces a blueprint for the development of content (documentation and learning) that is required immediately and shows how the content can be repurposed for future needs. The blueprint also provides other specifications that are pertinent to delivery options, translation, user interface, accessibility, interoperability, and publication. During the *development phase*, our technical writers create style guides and templates, author content using structured writing principles, and produce the deliverables in the required format(s) for document, learning management, and content management systems.

Instructional Methodology

To guarantee success in knowledge and skill transfer, we recommend using our instructional methodology - Learner-Owned Training (LOT). LOT places the responsibility for learning with the participants. LOT has the following benefits: 1) reinforcing the responsibility of the learner for his/her own learning, 2) creating a learning environment that simulates as closely as possible the participants' job performance environment, 3) maximizing the use of existing performance support materials, 4) building credibility and confidence in the performance support materials the participants will use daily, and 5) reducing development time through a re-usable delivery framework for any body of performance support materials. LOT methodology can be applied to physical or virtual classroom settings.

Instructional Facilitation

Although we are not subject matter experts, we have a history of successfully delivering training as co-facilitators or lead facilitators. Because of our familiarity with the content, we can confidently deliver training sessions in many disciplines. Our role includes maintaining a highly engaging learning environment, guiding the practice-oriented activities, and generally reinforcing the Learner-Owned Training techniques.