



ABOVE AND BEYOND

HOW EMPLOYEE DEDICATION SAVED THE DAY (AND MILLIONS) FOR MAJOR OIL COMPANY

Written by J.Melancon
From Richard Moore's Notes

On Canada Day, July 1st, on an offshore rig in the northern Atlantic, JD, the Platform Construction Manager sent out an urgent email to his usual supplier in Newfoundland. The subject read: « *Emergency Order – Gaskets need offshore ASAP – HOT HOT HOT ITEMS* ». He waited and waited and no reply came. At 2:50 p.m. Newfoundland Standard Time, he sent out the same email to another local supplier who got in touch with Robco's East Coast Sales Manager, Richard Moore.

The rig was losing half its production, approximately 50,000 barrels a day, worth roughly \$2.25 millions. The unit was a shell and tube style "fuel gas cooler". A dozen or more emails were exchanged between Moore, JD, the supplier's Managing Director, and the Robco Mississauga operations manager, Jennifer Sakamoto. Technical data was exchanged and several options were discussed.

Early morning of July 2nd, Moore began working on the technical details of the gaskets and offered Robco's Maxiprofile in Inconel 625 as a substitute to the failing gaskets.

As soon as the solution was established, Sakamoto and Frank Konings, Robco's Plant Manager, contacted staff to come to the plant on a Saturday. At 3:00 p.m. (NST) confirmation came from the rig's management for the proposed gaskets: a complete set of 12 RIR gaskets and 12 Maxiprofile gaskets for a total of 24 gaskets that had to be manufactured from square one.

Robco employees Steve Murphy and Leslie Wu left their families during the weekend holiday and drove to the plant at around 4:00 p.m. (ET) to start production of the gaskets. The water jet cutter went down and they had to repair it themselves. Following that setback, they worked non-stop until 5:00 a.m. Sunday morning. During this time, Moore

continued to correspond with the Directors and the carrier who was to pick up the shipment.



Murphy, Wu, Konings and Moore (Photos: Robco and RM)

The gaskets travelled to St. John's via Air Canada to be picked up by a local transporter who handed them to Blue Water in Conception Bay South where a helicopter flew them to the offshore platform, all in less than 48 hours following the initial inquiry to Robco.



Robco did so well on this first rush order that the platform called to have spiral wound gaskets manufactured first thing Monday morning. These were on their way to the platform by Monday afternoon, but there was a leak on start-up using the spiral wound gaskets which were spec'd by the original equipment manufacturer. Moore then recommended Maxiprofile gaskets and had RedOps' Engineer Lotfi Grine calculate the torque values for installation of the replacement gaskets. The Maxiprofiles were delivered and installed in accordance with Grine's specifications. Those gaskets did not leak.



Lotfi Grine at work (Photo: Robco)

Moore received the following email from the supplier: *"Thank you Richard. We've spoken with the Oil Company and they are very pleased with the service they've received from Robco. Tell your staff that they've done a tremendous job and helped us pull through on this job when no one else could, and we appreciate that very much. They may even have another enquiry for us in the next few days, as they were so delighted with how well everything went with this job. Again, thank you very much to everyone, and we're sorry that it may have ruined a lot of people's long weekend. Thanks and best regards."*

Robco would like to emphasize the amazing dedication and great work of all involved in this adventure, especially during the July 1st long weekend: Richard Moore, Steve Murphy and Leslie Wu who went "above and beyond" the call of duty as well as managers Jennifer Sakamoto and Frank Konings, with special thanks to Lotfi Grine who provided the right numbers to make this second order a success.



Source: R. Moore. J. Melancon is the Marketing Coordinator for Robco. Robco Inc, ©2016