

# Community

## SHELLEGRAM

Issue No. 3, 1992

### Team accepts President's excellence award

**H**ard work pays off in more ways than one. Shell Deer Park's QUEST Team was among nine teams Shell-wide to receive Shell Oil President Frank Richardson's President's Award for Team Excellence.

A computerized management system, QUEST (Quality through Understanding Exception limits, Safety limits and Training)

#### Deer Park celebrates autumn

DPMC will once again participate in the City of Deer Park's Fall Festival set for Oct. 14-18.

The Complex will set up a display booth. Be sure to visit it and the health adventure trailer, a Shell-funded tractor-trailer rig outfitted with devices and audio-visual aides that show good health habits. The trailer is staffed by volunteers and designed with children in mind, but adults will enjoy the hands-on experience, too.

Chairing this year's fall festival activities for the Deer Park Chamber of Commerce is J.D. JOHNSON, Chemical superintendent and board member of the Chamber; publicity chairperson is DENNIS WINKLER, Community Relations manager.

#### SHELL GETS THE

# GOLD

Shell Deer Park received two national safety awards and a certificate for safety from the National Petroleum Refiners Association (NPRA) recently.

The Complex received a Gold Award for a 49 percent reduction in total recordable incident rates between 1990-1991. Gold awards were presented to locations achieving at least a 25 percent reduction in total recordable incidence rates in 1991 as compared to the average of the three preceding years. DPMC's 49 percent reduction occurred from Nov. 15, 1990 to April 29, 1991.

The Complex also was recognized with an Award for Safety Achievement for reaching 2,229,383 employee hours without a lost workday case involving "days-away-from-work." The Safety Achievement Award recognizes locations which have operated one million or more employee hours.

In addition to these awards, Shell Deer Park also received a safety Certificate of Achievement from the Chemical Manufacturers Association for no "days away from work" cases in 1991.

has been described as taking the concept of Quality Improvement and turning it into a hands-on reality in the daily operation of process units. The system makes sure there

### QUEST

are measurable requirements set on unit parameters, tracks exceptions to the requirements and requires an explanation of the exception and corrective action.

"QUEST has redefined how we operate

our units," says John Schubert. "It allows us to find an operating medium somewhere between theory and the 'real world' by allowing input from the operators. I guess you could say QUEST shows us where we are, where we should be, why we're not there, what we can do about it and what was actually done to resolve it."

The system is now being used at Norco, Wood River and Anacortes refineries as well as DPMC. It has continued to improve the performance of operating units through enhanced training and safety operation.



**BETTER SIGHTS**—DPMC retirees donated their old spectacles to the Lion's Club, an event organized by C.B. Falk, vice president of DPMC Retirees Club and Betty Fones, DPMC employee and SERVE volunteer. Employees also added to the collection by dropping off their donations at several locations inside the Complex, after which the Lions Club of Deer Park and La Porte distributed the glasses to the needy.



Because that's what good neighbors do!



## Campaigners crank up United Way appeal

Following a very successful fundraising campaign in 1991, DPMC United Way campaign staff is prepared to begin 1992's "What a Wonderful World" campaign with renewed vigor toward exceeding last year's efforts which netted a total contribution of \$244,469.

The campaign kicks off following a year accented by media attention over management practices at the United Way national organization. Shell United Way volunteers ask for continued support of employees by explaining how vital their donations are to the continuation of community services.

Organizers point out that new management policies and lower dues paid to the national organization make United Way more accountable to local chapters like the Gulf Coast Chapter, which have been doing a good job of keeping administrative costs low to maximize monies to provide services.

They also point out that by reducing support to United Way, the people being helped by United Way agencies are the ones that will suffer. Ten percent of donations to the Texas Gulf Coast United Way goes toward local administrative costs.



## HOT DOG!

Children of Boys and Girls Harbor had a hot dog lunch served by Shell Deer Park SERVE volunteers July 25 during a softball tournament.

## Explorers active all around Harris County

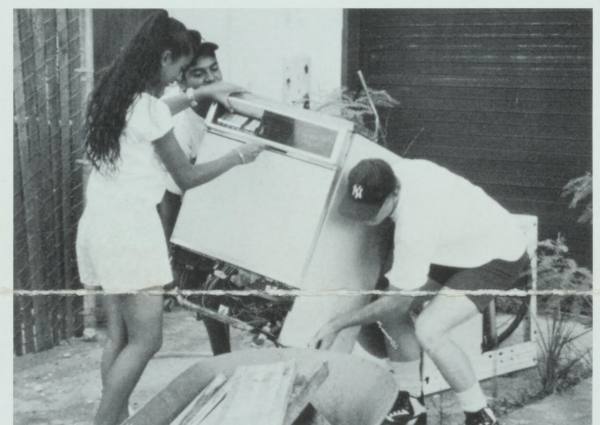
Shell Explorers had a busy end-of-school year season involving tours, city government and public service.

In April, the DPMC Explorer Post came in second in a Harris County softball tournament, and first place in the Team T-Shirt logo contest.

It was on to a Deer Park City Council meeting in June. City Manager Ron Crabtree explained how city government works.

Explorers met the Mayor and city councilmen, and Explorer Post President Felipe Martinez, Jr. led the Pledge of Allegiance.

During a mid-summer tour of KLOL Radio, Explorers got the inside scoop on the radio business and what careers are involved in that industry, and then moved into the technical arena of the space industry with a visit to Boeing and NASA where they learned all about careers and co-op higher education with the space center.



Explorers also took the initiative recently to clean up trash in Deer Park and Galveston. "You don't have to wait until you're older to give something back to the community," says FELIPE MARTINEZ, Jr. Explorer post president. "You can give something back to the community right now, as a Shell Explorer Post member."



GO WITH JELLO—Michael Strickler (right), and Chris Briza are up to their elbows in jello during the 14th annual World's Largest Gelatin Slide for the Leukemia Society televised event. Strickler was a top ten money-raiser (as well as a top ten slider and the best-dressed floater). He also took part in the televent held Aug. 2 on Channel 39.

## How to reach Shell Deer Park

246-6247 Daytime calls  
(Community Relations)  
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SHELLEGRAM

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