



Operating Plant and Systems Professionals

Inc.

'Your Increased Profitability is Our Bottom Line'

SUSAN C. STARR
PRESIDENT & CHIEF EXECUTIVE OFFICER
SENIOR PROCESS INDUSTRY CONSULTANT

CAREER PROFILE

Susan Starr is the President of Facilitated Integration Technology (FIT), where she strives to set goals and visions for the company. Susan manages the administrative, operations, and sales and marketing efforts, and provides coordination for strategic projects. Susan also continues to assist clients with information system initiatives. Susan had eight years of experience in the pharmaceutical and chemical industries before changing to the consulting industry. Since, she has had twenty-six years of experience in information systems planning and implementation for process companies, including pharmaceutical, chemical and refining companies.

Prior to founding FIT, Susan worked for three consulting organizations, Digital Equipment Corporation, SETPOINT and SHL Systemhouse. These organizations were vastly different, and provided an excellent background for understanding the power of structured business processes, organization and information management interaction in a process manufacturing environment.

Susan received her BS degree in computer science engineering and mathematics from the University of Texas.

PROFESSIONAL EMPLOYMENT

Facilitated Integration Technology, San Antonio, TX. (1992 - Present)

President

At FIT, Susan strives to provide cutting-edge leadership in guiding the firm toward new frontiers. She interacts heavily with clients to understand their goals and direction and with both clients and senior consultants to incorporate appropriate software coupled with leading edge or established technologies, depending on the situation, to sponsor maximum productivity and profitability and best-in-class status for FIT clients.

Susan is one of the top project managers for complex or large IT projects. She has a strong background in process industry systems and enjoys leading client teams through successful IT designs and enjoys the challenge of leading a complex project, whether IT or compliance related.

Susan believes that that the future is not some place we are going, but one we are creating every day. The path to the future is not found, it is created with careful planning and vision. Susan works with both clients and the FIT team to craft methodologies and tools for creating client vision for enhanced processes, systems and organizational change to assist them on their quest toward best in class

SHL Systemhouse, Inc., Houston, TX. (1993 - 1994)

Manager, Process Industries Strategic Market Unit

With SHL, Susan served as project manager to build integrated enterprise prototypes, master plans, and assisted in designing training programs and seminars on information systems design and re-engineering technologies. Susan served as project manager to build the SHL Systemhouse/Honeywell/Phillips prototype that was displayed at the 1993 NPRA Computer Convention in New Orleans, La. She managed reconstructing the prototype in the Phillips corporate boardroom for display to the CEO, President, and top executives, in order to assist the Information Systems group in demonstrating the advantages of integrated control and information systems. This demonstration was successful in motivating management to initiate an enterprise-wide plan for a complete re-vamp of all plants.

SETPOINT, Inc., Houston, TX. (1991 - 1993)

CIM Systems Analyst

At SETPOINT, Susan was responsible for a new business area for SETPOINT: Computer Integrated Manufacturing (CIM), and for recruiting and managing alliances with strategic partners. For several U.S. and international process industry clients, she was responsible for aligning advanced control, optimization, and plantwide automation. Additionally, she functioned as a systems analyst on master planning contracts, planning the implementation and integration of advanced control and information systems as a part of plant automation strategies.

Digital Equipment Corporation, Deerfield Beach, FLA. (1985 - 1991)

Strategic Account Manager

Worked with the divisions of Petroleos de Venezuela in Venezuela and the United States to move PDVSA from traditional information management to systems that will carry PDVSA in a leadership position into the 21st century. Assisted PDVSA with a Master Plan for their Refineria Isla refinery on Curacao, fine tuning their Master Plan at Maraven, and assisting the PDVSA parent in enterprise planning for the consolidation of information services.

Account Manager

Susan worked to assist DuPont, Hoechst Celanese, CITGO, Union Carbide, BP Sohio, and others in the modernization of their information management systems and organizations. She enjoyed a consulting relationship with all levels inside these accounts, initiating projects to develop and support custom applications, and re-configure computing and communications systems. She assisted DuPont in planning and constructing the SHEA system: Safety, Health and Environmental management system - a fifty-one-module package. Worked to develop the five-year plan for CITGO, to build their then well known, state-of-the-art integrated information system.

Van Waters and Rogers, Dallas, TX. (1981 - 1983)

Sales Representative

Managed the sale of basic commodity chemicals to industry as a distributor sales representative.

Browning-Ferris Industries, LaPorte, TX. (1979 - 1981)

Sales Representative

Initiated sale of bulk chemicals to major petrochemical users, installing tanks and jet systems.

Wyeth Laboratories, Strongsville, OH (1978 - 1979)

Territory Manager

Responsible for sale of pharmaceuticals to all doctors, hospitals, and pharmacies in NE Kentucky.

ICI America, Stuart Pharmaceuticals, Newark, Del. (summers 1976, 1977)

Clerical Assistant for the Assistant Plant Manager

Summer position while attending the University

RESCENT MAJOR PROJECTS

Accenture Consulting

Interactive learning strategy for all North American divisions of Celanese. She assisted with defining requirements, writing specifications and putting together the project plan. Completed 1998.

Continued contact with Accenture, assisting with technically skilled personnel, as needed to supplement Accenture projects, world-wide. On-going to present.

Chevron Chemical

Advisor to the Project Manager on formation of the IT infrastructure for a grass roots chemical facility implementation and Asia-Pacific region supply chain. Completed 1998.

CITGO

Susan did expert system programming for abnormal situation management. The system was written in LISP and advised operators how to prioritize alarms in a multi-alarm situation. Completed 1995.

CITGO

Susan led a team to do Business Process Analysis and economic analysis of competing APC and IT opportunities in the Corpus Christi plant. This analysis not only helped structure a five year plan for IT and APC, based on payback and impact, but also set up an initiative for standards and integration inside the CITGO Corporation. Completed 1999.

CITGO

Modeling and economic analysis of the supply chain functions. The project started in CITGO with business process analysis and economics and then blossomed into an effort, expanding the SAP implementation that was being planned, linking the LP short terms plans with the PP long term plans. Completed 1999.

Frontier Refining

Modeled business processes, determined economics associated with change, and assisted client with a set of initiatives to move from proprietary systems to supported commercial systems in four areas: maintenance, data historian, LIMS, and production accounting. Susan determined requirements, wrote specifications, assisted with analyses for vendor selection and developed a set of a project plans to standardize systems roll-out to each of the Frontier facilities. Completed 2002.

Hoechst Acetyls Singapore

Project Manager in charge of planning, design, justification and Implementation of all the IT systems, telephones, and PBX infrastructure for a grass-roots chemical production plant, including interaction with the regional headquarters. Systems included SAP (FI (general ledger), CO (cost accounting), AM (assets management), MM (materials management), PM (preventative maintenance), PS (project system) and SD (sales and distribution)), a full document management system (traditional EDMS linked with CAD), LIMS, production accounting, data historian, desktops and networks. The project included

setting up MOC (Management of Change) procedures, SOPs (Standard Operating Procedures) and MSDS (Material Safety Data Sheets) in English and Chinese for the site. Susan had a team of 2.5 people. Completed 1997.

Hoechst Celanese

Master Plan for one facility with three divisions: Chemicals, pharmaceuticals, and plastics, combining continuous and batch production and allocation of operating costs. Master plan included all areas of the plant: finance, planning, operations, safety, environmental, maintenance, projects, QC, energy management, and linkage to control systems. The Master plan was evolved to a set of specifications for an SAP implementation to cover materials management, finance, HR, planning, and project management. Completed 1994.

Hoechst Celanese

Market research on the utilization and ROI of SAP, all modules. 1994.

Hoechst Celanese

Planning for the implementation of SAP for 9 plants in the plastics division, including all modules: finance, planning, HR, materials management, maintenance, projects and sales and distribution. 1995.

Hoechst Celanese

Market research to determine the marketability of software to enhance DCS operation. 1996

Hoechst Celanese

Financial justification, planning and software selection for an environmental system to serve the Americas, all aspects, including air, emissions with CEMS, ground water, injection wells, solid waste. 1996.

Petrocon

Assistance with IT planning for their project with Aramco. 1998.

Petroplus

Project management for software selection, justification, and implementation of a truck route planning system. The system managed routing of all trucks to remote terminals and customers in England, Scotland, Ireland and Wales for 5 very different products. 2008

Petroplus

Mentor for installation of JD Edwards in the UK. Assisted with business process analysis to determine requirements, set up of the project, and helping the Petroplus project managers to keep the project on track and in budget. Fast track install: 6 months. 2008.

Petroplus

Stepped in to a project in trouble to make the deadline for REACH compliance (REACH is a safety and environmental agency in the EU). She brought it fully around, getting

systems and processes in place for full compliance by the deadline. She additionally managed the authoring of all the (M)SDS for the company at the same time. 2010 – 2011

Phillips Chemical

Formation of one Master Plan for all Downstream system from 3 differing Master Plans done for the three plants by differing vendors, IBM, Setpoint, and EDS. Referral from the VP for exceptional work. 1995

Placid Refining

Reviewed the IT infrastructure, information flow and support cost of the Baton Rouge operating facility. Reviewed IT staffing. Wrote and mentored a plan to upgrade 75% of the systems in the facility for more efficiency, less cost and better user support, including finance, maintenance, materials management, lab, planning, and sales and distribution. 2005

Placid Refining

Wrote specifications for a LIMS system. Assisted the client in selecting a vendor. Wrote the implementation project plan and mentored installation. Did a full review of MDS and SOPs to be certain that MOC was properly managed. 2005.

Placid Refining

Wrote specifications for an ERP system, including all accounting functions, sales, tax calculation and full integration with the terminals sales and distribution. Assisted the client in selecting a vendor. 2005

Sasol Synthetic Fuels

Support of team doing business process analysis prior to installation of Honeywell's (at that time called) Uniformance. Development of software specifications. 2002

Tesoro Refining

Transition plan for all the systems in the refining facility they just acquired from Shell Oil. Maintenance, QC, materials management, distribution. 2007

Western Refining

Due diligence and acquisition transition management of all Systems, communications, radios, networks, Internet, desktops, including corporate financial systems when Western purchased the Chevron El Paso facility. Finance, maintenance, planning, QC, safety, environmental, sales and distribution and terminals. Some systems modifications and some new systems were required. Wrote specifications for change. 2006

Western Refining

Management of upgrading the LIMS and associated network in the lab. Included writing specifications for a complete system upgrade and overhaul and installation

of a network in the laboratory and connection of the instrumentation. Training and turn over to a much minimized staff was very smooth. 2007

EDUCATION

University of Texas at Arlington
BS Mathematics/Computer Science Engineering

LANGUAGES

Fluent in English (mother tongue), Spanish. Conversational German and French.

PAPERS AND SPEAKING ENGAGEMENTS

Speaker at Hydrocarbon Processing's Quality Information Management Conference, Houston, TX.
February, 1993

Panelist at "CIM for the Process Industries, Integration of Control and Information Systems," Corpus Christi, TX.
September, 1992

Speaker at I. T. Chem '96, Measuring I.T. Performance for Chemical Business Operations, Singapore
October, 1996

Presented White Paper on "The Benefit of Information Systems in a Grass-Roots Facility" at SimTech
September, 1997

Speaker at the NPRA Opening Event, San Antonio, TX. "The Six Significant Steps for Increasing Profitability", September, 2003