



General Physics Corporation
www.gpworldwide.com

Metals Industry

*Achieve unprecedented success and
outperform your competition*

Statement of Capabilities



*Leading the world to
better performance*

The statistics are irrefutable. What will companies do in the face of the workforce shortages that are already being felt? General Physics Corporation (GP) has worked with numerous companies to develop operations and maintenance programs designed specifically for their cultures, using their facilities, and even using their spare parts to craft totally integrated and customized training solutions. These programs use 60% - 70% hands-on instruction and structured on-the-job training (OJT) to reinforce the training process. Learning programs that focus on the effective transfer of skills and knowledge allow participants to apply the training immediately and quickly become a productive member of the workforce.

Manufacturing Skills Shortages - Solutions to the Ever-Changing Workforce Dynamic

GP's approach starts with a detailed assessment of your existing training-related logistics and functions. Following the assessment, GP maps a detailed learning plan that addresses foundational to highly specialized skills as well as identifies skill gaps within the workforce. GP then structures a development and delivery plan. Part of GP's appeal includes a unique blended staffing plan. GP has worked with former or retiring workforce members to integrate a select set of individuals who possess strong subject matter expertise. These resources are then thoroughly immersed in GP's Train-the-Trainer program, providing them contemporary training skills and important adult learning principles. They then become part of the delivery process, facilitating not only exceptional training skills, but also important industry skills and experience coupled with site-specific history and knowledge. This leverages intellectual capital that is retained instead of exiting—knowledge that is captured and passed on to future generations of your workforce.

End-to-end solutions across all functional areas:

- ▶ Operations
- ▶ Quality
- ▶ Process Engineering
- ▶ Maintenance
- ▶ Field Services
- ▶ Sales
- ▶ HR
- ▶ Safety

One source – a world of services

Startup Support Services

Startup support services address the unique demands of green field and brown field startups, equipment modification, and retrofits. GP supports all of the demands associated with new construction, startup, and commissioning.

- ▶ Workforce Readiness Assessment
- ▶ Operations and Maintenance/Reliability Competences
- ▶ Comprehensive Operations and Maintenance Training Programs
- ▶ Process/Equipment Reliability Analysis
- ▶ Workforce Development Planning and Scheduling Support
- ▶ Equipment/System Documentation and Training Manuals
- ▶ Production Practices and Operating Procedures
- ▶ Predictive/Preventive Maintenance Procedures
- ▶ Staff Augmentation
- ▶ Training Management and Coordination
- ▶ Labeling/Tagging Programs
- ▶ Spare Parts Program Support and Evaluation
- ▶ Qualification Logistics and Support

Comprehensive Training Program Development

The following services leverage GP's core competencies and include analysis, design, development and delivery capabilities.

- ▶ Operations/Production
- ▶ Equipment Reliability
- ▶ Maintenance Skill Enhancement
- ▶ Maintenance Qualification
- ▶ Apprenticeship
- ▶ Customized Structured OJT
- ▶ Safety/Incident Investigation
- ▶ General Employee
- ▶ Regulatory and Compliance
- ▶ Quality Control
- ▶ Business Systems
- ▶ Leadership and Supervisory



*Flexible Solutions,
Cost-Effective, Global Reach*

<http://metals.gpworldwide.com/>

Call 888.843.4784 or visit
<http://metals.gpworldwide.com/>



The Metals Industry and GP – Facing New Challenges Together

Considering the cyclical nature of the industry, managers face many challenges to meet ongoing and future business objectives. GP can help meet your critical resource demands by providing seasoned and knowledgeable professionals, as well as time-proven solutions.

GP is flexible and responsive to your specific needs, scaling services to meet the size and scope of any project. GP's experience and resume afford us exceptional industry insight and understanding. GP's teams are structured with personnel with strong subject matter expertise coupled with adult learning and industry performance experience. Our approaches are hands-on and integrated into your culture—blending into your culture and delivering the solutions from the production floor all the way up to the boardroom.

With international locations, GP can supply many support services locally, offering significant advantages in project management, communications, and cost. GP professionals travel worldwide to meet the training and development needs of our customers. They can also assist and develop local resources when required.

Our staff includes over 1,700 professionals from an exceptionally broad range of technical areas. Consequently, we have the flexibility to provide effective and comprehensive solutions to the challenges you face.

The employees participating in the training feel comfortable with craftsmen teaching the classes. A good number of the employees taking the classes know the instructors and the instructors are familiar with the equipment the trainees have to work on.

Performance Improvement and Change Services

Performance improvement and change services address the need for continuous improvement and dynamic changes necessary to remain competitive in today's rapidly changing business environment.

- ▶ Situational Assessments
- ▶ Cross-Craft Training
- ▶ Multi-Skill Training
- ▶ Apprenticeship Training
- ▶ Team Building and Work Team Consulting
- ▶ Pay for Skills Programs
- ▶ Change Management Services and Consulting
- ▶ Operational Excellence Consulting
- ▶ Regulatory and Compliance Assistance
- ▶ Lean 6-Sigma Consulting and Training
- ▶ Benchmarking
- ▶ Reliability-Centered Maintenance
- ▶ Planning and Scheduling Analysis and Design

Analysis and Design

- ▶ Needs Assessments
- ▶ Job and Task Analyses
- ▶ Curriculum Architecture
- ▶ Existing Program Audits
- ▶ Program Evaluations
- ▶ Skills Assessments
- ▶ Instructional Systems Design
- ▶ Delivery Mode Analyses
- ▶ Train-the-Trainer

Multimedia Service Offerings

GP has the capabilities and expertise to deliver today's cutting edge media design, development, and delivery.

- ▶ Complete Design Studios
- ▶ Job Aids and On-Line Support Systems
- ▶ Curriculum Architecture
- ▶ EPSS
- ▶ Customized Courseware Development
- ▶ LMS/LCMS Selection, Implementation, and Administration Support
- ▶ Blended Learning Design and Development

GP at a Glance...

Founded in 1966, GP is a global performance improvement solutions provider of sales and technical training, e-learning solutions, management consulting and engineering services. GP's solutions improve the effectiveness of organizations by delivering innovative and superior training, consulting and business improvement services, customized to meet the specific needs of its clients.

Customers include Fortune 500 companies, manufacturing, process and energy industries, and other commercial and government organizations. GP is headquartered in Elkridge, Maryland, USA. Additional information may be found at www.gpworldwide.com.

Corporate Mission

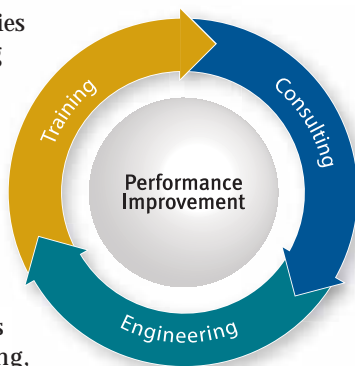
GP's mission is to improve an organization's performance and competitiveness through the effective integration of people, processes and technologies. We accomplish this by providing innovative training, engineering and consulting solutions in long-term partnership with our customers.

Corporate Vision

GP's vision is to be the most respected and preferred leader in performance improvement.

Your Total Solutions Partner

GP believes that successful companies are characterized by an unrelenting focus on effectively linking their people, processes, and technology – through interrelated elements that directly impact the achievement of an organization's performance, cost management, and compliance objectives. We believe that execution and effectiveness are key when it comes to training, training outsourcing, homeland security, engineering and technical issues.



Measurable, sustainable improvements in profitability and efficiency prove the value of GP's work. Our diverse subject-matter expertise serves as the foundation for a true understanding of the issues surrounding workplace technologies, but it's our extensive experience that really makes the difference for our customers. Ultimately, it's your people that really drive productivity—GP unlocks their potential, putting it to work for your organization.

Cultivating Success

GP is well recognized as a provider of training and performance improvement solutions to many Fortune 500 companies. We offer a wide range of services across all functional areas of life sciences. Our success is based on a commitment to develop long-term, mutually beneficial working partnerships with our clients. This commitment, coupled with GP's diverse experience, provides the opportunity to incorporate best practices from various industries into GP's services, helping us provide effective and flexible solutions to meet customer's needs, regardless of their industry and size.

During the initial review of the training needs, it was soon evident that the development and execution of the training program would be no small undertaking. The opportunities for failure would be many. The large number of people to train, multiple locations, varied skill levels, and a culture change in the way maintenance would be performed all added complexity to the program. The approach that GP took not only provided a good working relationship between all parties, but proved to be a cost-effective method to providing this training to such a large group of people.



Training | Consulting | Engineering

For more information,
contact GP at **1.888.843.4784**, Fax 703.794.0177
e-mail for information: info@gpworldwide.com

Visit our web site at <http://metals.gpworldwide.com/>

Corporate Headquarters | General Physics Corporation
6095 Marshalee Drive, Suite 300 | Elkridge, MD 21075 USA

Metals Industry — Clients

AK Steel

- ▶ Rockport Works
- ▶ Middletown Works
- ▶ Butler Works

Alcoa Aluminum

- ▶ Lafayette
- ▶ Davenport

Allegheny Ludlum Corporation

- ▶ Brackenridge
- ▶ Washington
- ▶ Midland
- ▶ West Leechburg
- ▶ Bagdad
- ▶ Vandergrift
- ▶ Latrobe
- ▶ New Castle
- ▶ Wallingford
- ▶ New Bedford

ArcelorMittal

- ▶ Burns Harbor
- ▶ Cleveland
- ▶ East Chicago
- ▶ Georgetown
- ▶ Hamilton
- ▶ I/N Tek
- ▶ I/N Kote
- ▶ Lukens
- ▶ Sparrows Point
- ▶ Steelton
- ▶ Weirton

Beth Forge, Inc.

California Steel

Carpenter Technology

Cressona Aluminum (Alumax)

CMC Steel Texas

Gerdau AmeriSteel

- ▶ Beaumont
- ▶ Cambridge
- ▶ Chaparral
- ▶ Charlotte
- ▶ Jackson
- ▶ Jacksonville
- ▶ Knoxville
- ▶ Manitoba
- ▶ Perth Amboy
- ▶ Whitby

Hudson International

Nucor Corporation

- ▶ Corporate
- ▶ Crawfordsville
- ▶ Birmingham
- ▶ Decatur

PRO-TEC Coating

Steel Dynamics—Galvpro

The Timken Company

US Steel

- ▶ Corporate
- ▶ Clairton Works
- ▶ Edgar Thomson Works
- ▶ Fairfield Works
- ▶ Fairless Works
- ▶ Gary Works
- ▶ Great Lakes Works
- ▶ Granite City Works
- ▶ Irvin Works
- ▶ Lone Star
- ▶ Lorain Pipe Mills
- ▶ Midwest Plant
- ▶ Minntac
- ▶ POSCO

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Corporate Headquarters | General Physics Corporation
6095 Marshalee Drive, Suite 300 | Elkridge, MD 21075 USA