



Technical Documentation Services

Miller Consulting Services (MCS) offers a wide range of professional services for all levels of documentation, online and in print. Project Managers, writers, technical editors, and technical illustrators are readily available for your communication and documentation needs.

MCS has documentation experience on today's top issues for the oil and gas industry's business environment. The following is a brief description of experience in areas of concern to you and your company.

Control Room Documentation

MCS is prepared to help you develop your Control Room Management Plan. We can also help you prepare or revise written operations and maintenance procedures, operator qualification (OQ) programs, and emergency plans to assure controllers and control room management practices and procedures maintain pipeline safety and integrity. We prepare detailed console documentation that functions as a guide for Control Room operators, and we develop Quick Reference Guides that can be posted throughout the Control Room and on each console specific to each station/system. We can develop procedures and processes, flowcharts, tutorials to train new operators, and customized reporting forms/tools that more completely capture the growing documentation requirements.

Our technical writers and project managers will interview operators, perform Stakeholder Needs Assessment, develop generic and custom content,

review and consolidate all existing documentation, organize data for easy access, review for accuracy and effectiveness, and standardize the format and content for consistency and readability. MCS offers compliance experts who will review all Control Room documentation for compliance with all regulatory requirements.

Operations and Maintenance Manuals

MCS can work with you to update, consolidate, or even filter your O&M manuals. Our experience includes performing a gap analysis to determine missing content, reviewing all available resources for additional information, and interviewing Subject Matter Experts (SMEs) to fill the gaps. If you are faced with trying to create one document from many, we can use our document consolidation process to help you. Our experience also includes filtering O&M manuals for local operating information, removing this information, and updating local operating instructions.

MCS has developed the following:

- ◆ Engineering Guides
- ◆ Safety Manuals
- ◆ Training Materials
- ◆ Operating Instructions
- ◆ Manual Consolidation
- ◆ Policy and Procedure Manuals
- ◆ Invitation to Tender Documentation
- ◆ Integrity Management Documentation (Hazardous Liquid, Gas Transmission and Distribution)
- ◆ Control Room Management Plans and Procedures



Pipeline Local Operating Instructions

MCS has created a questionnaire and common text to allow quick development of pipeline local operating instructions. We are able to use SME responses to the questionnaire and any existing reference information (such as O&M manuals) to create site-specific documents.

Engineering Standards and Practices

MCS has extensive experience with development, consolidation, and revision of engineering standards. Since 1997, we have been responsible for maintaining the company-wide engineering practices system for the world's largest oil company. We can help you standardize document appearance, define a workflow and coordinate the review process, work with SMEs to revise content, and determine an appropriate delivery system.

Invitation to Tender Packages

MCS can coordinate the development of bid package documents for large capital projects. This coordination involves scheduling content reviews, determining timelines, identifying print deadlines and coordinating the printing process, and preparing documents for distribution. We can work seamlessly with your project team to format the documents for ease of use and reference, create an automated table of contents, incorporate electronic cross-reference links, and convert to PDF for distribution.

Heritage Document Consolidation

MCS has a formalized process to support document consolidation from various heritage companies or organizations. Our process begins with content mapping and creation of a tracking database, followed by content analysis, and ending with content compilation. Our

experience includes many types of technical documentation such as engineering standards, operations and maintenance (O&M) manuals, drilling manuals, aviation standards, and control center procedures.

Design Basis Memorandums

MCS can work with the project engineer to organize the content of the DBM for clarity, ease of use, and efficient cross-referencing. **MCS** can design and apply a consistent format across the sections; create a linked master table of content; and convert the document for distribution on CD, on the web, or as hard copy.

Technical Illustration

MCS has a dedicated visual consulting team that provides graphical design support to our technical writers and clients. Our graphics capabilities include specialized flowcharts, logo designs, marketing layouts, websites, vector and raster images created from existing graphics, photos, faxes sketches, PDF (Adobe Acrobat) conversions, and more.



For more information, please contact:

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