

# What's the Score?

## ISO:9001:2008 Quality Management Approval

Recently we have completed the triennial, 5 day LRQA Quality audit for renewal of our ISO9001 approval. We have retained our ISO9001 approval against the latest standard which was revised and issued in November 2008 and had a target completion date of December 2009. Our approval is now ISO9001:2008. Subsea and Wellhead have now been added to the scope of approval and will be stated on the renewal certificate which will be issued by LRQA in the near future.



No minor or major non-conformances were raised.

Scopes for improvement (SFI) and recommended corrections (RC) have been advised – these will be reviewed and actions allocated where agreed necessary to address these.

Thanks to all for the help and support.



Andrew Buchan (QA Manager)

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# Thanks

A big thank you goes out once again to everyone who submitted material for this edition of the newsletter. Without the support of all the authors and photographers around the Score Group who contributed their work, it would never have been possible to release such a diverse publication. Many thanks to you all and we look forward to receiving your further contributions for the next issue.

*Kindest Regards,  
Newsletter Team*

Score Group plc

## Florida Exhibition

In early January Score Valve Services, with assistance from Score Energy, Score Europe, Score TransCanada, Score Pacific and STAMP participated in the annual meeting of the Motor-Operated Valve (MOV) and Air Operated Valve (AOV) Users Groups in Orlando Florida. The MOV and AOV Users Groups were formed approximately 20 years ago by the commercial nuclear power industry to help address a wide range of valve operational and regulatory issues. These groups played a key role in adoption of condition monitoring technology for valves at nuclear power plants world-wide and virtual elimination of valve failures in nuclear plant applications.

The technical sessions run in parallel with a small exhibition and provide a close and intimate setting where nuclear plant managers, engineers and technicians exchange ideas and discuss valve related needs with suppliers. The technical sessions included presentations by operating plant engineers, the US Nuclear Regulatory Commission, the Electric Power Research Institute and suppliers on a range of topics associated with motor-operated valves, air-operated control valves and valve condition monitoring.

Score provided information on V-Map for on line valve condition monitoring, acoustic leak detection and V-Scan control valve diagnostics, including the new handheld PDA V-Scan. Score personnel also gained insights from the various competitors that have grown and evolved their technology based on input from this group. Insights gained from this meeting and discussions with potential customers enable Score to improve product development and marketing strategies needed in the rapidly emerging next generation nuclear power market and to identify innovative new solutions that may help our core oil & gas customers.

The next MOV & AOV Users Group meetings are scheduled for January 11-15, 2010 in San Antonio, Texas.



## Charles Competition

On the 5th-9th January at Score's exhibition stand in Florida, USA. Charles decided to have a competition for employees and exhibitors, and he posed the following question.

Question- A Valve is leaking 1lb of steam per hour at 1200psi / 500°C. How much does that cost, if 1KWhr costs 5c? (Answer will be in next issue).



Mike Billington (Score Group) & Ali Mohammadian of Weir Power, Canada who answered the question correctly.

## Score PTY Exhibits

The Australian Oil and Gas Exhibition took place in Perth, Australia from 17<sup>th</sup> - 19<sup>th</sup> February. With over 400 exhibitors present, the exhibition drew large crowds interested in the Australian and South Pacific oil and gas sector. As a first for the Aussies at Score Pacific, the company chose to use this exhibition as an opportunity to exhibit and publicise Score Group's capabilities in the Pacific region. The Score Group stand was well received by visitors, some of whom were existing clients as well as others who were previously unaware of the Score Group of companies. With the success of the exhibition, Score will be back with a bigger and better stand next year!

Thanks from Score Pacific to the team at S.T.A.M.P and all involved for making the first major exhibition in Oz a great success.

# Visit to Trinidad



Charles & Jim Foust (Sales) with the ISO Quality Certificate for premises and systems

Charles Ritchie chairman of Score Group recently visited our Trinidad facility. Here's a few photos showing some of the members of the team.



Charles & Damion – Damion recently received 500 TT\$ for a suggestion regarding the black intercooler.



Workshop team



Charles & Sarah Boodoo - Sarah was composer of this year's poem on the Christmas card.



Charles & Graeme Stephen - (Contract Focal Point)

# IMechE Visit

It was a unique day in the history of Score (Europe) Limited on Wednesday 28<sup>th</sup> January when Professor William Banks, FREng, FRSE, F.I.MECH.E, President of the Institution of Mechanical Engineers delivered a lecture to the company's apprentices, technicians and engineers.

The President's presentation highlighted how much he valued the apprenticeship scheme and the excellent practical and college educational training programmes the apprentices were pursuing at the company's training facility and at Banff and Buchan College of Further Education. He advised them of his awareness of the success of the training programmes and the development of the young engineers and technicians working on the many offshore and onshore petrochemical installations worldwide.

He also emphasised the value he placed on their chosen career and encouraged them to pursue their commitment with utmost diligence to be the best they can be, and in so doing to remember their obligation to themselves and to society by maintaining and promoting the motto of the Institution by "Improving the World Through Engineering".

Accordingly, he affirmed that it was only right that they pursue a continuous professional development programme to gain their professional Engineering Technician (Eng. Tech), Incorporated Engineer (I. Eng) or Chartered Engineer (C. Eng) professional qualification as a well deserved honour to themselves, the company, industry and society.

The Score Group's ever-growing requirement for highly skilled engineering teams, to cope with the high-tech engineering demands on onshore and offshore petrochemical installations worldwide, is being addressed by comprehensive tailored training programmes for over 200 mechanical engineering apprentices, technicians and graduates. Apprentices and other engineering trainees are registered affiliate members of the Institution of Mechanical Engineers and are pursuing professional Eng. Tech, I. Eng, and C. Eng professional qualifications.

Mr Bruce Buchan, Engineer responsible for the professional development of the engineering staff at Score, thanked the president, stating that with the trainees continuing diligence, the Chairman's support and his excellent words of advice and encouragement, we could all look forward to a very bright future as we carry this commitment to being 'The best we can be' and to improve the world with our engineering skills.

During the past year, Score (Europe) Limited was the first company to be accredited by the Institution of Mechanical Engineers for the development of the Professional Engineering Technician (Eng. Tech, M.I.Mech.E) qualification and were also awarded the Scottish Modern Apprenticeships 'Employer Of The Year' award.



**Presenting Professor  
William Banks**

# Score Energy Training

The first combined 5 day Avon and RB211 Training course has been successfully completed for an offshore operator with excellent feedback from the candidates and company involved. The course was an in-depth look at both engines from individual parts to modules, boroscoping and how to report on boroscope findings through to engine test.

The candidates on the course were encouraged to ask questions on any problems they may have regarding the day to day running of their gas turbines offshore. These were answered in full and supported with the relevant information.

The candidates were impressed by the skill and knowledge of the entire workforce from the young guys to the older more mature instructors. They also appreciated the way Score made them so welcome. The instructors included, Richard Brown, Bobby Gritton and Gregory Smedley all of Score Energy Limited.

Thanks to all those involved



Bobby Gritton - Chief Inspector



# New Score Energy Brochure

A new Score Energy Limited brochure has been developed over the last few months with a clean, new informative look. The brochure promotes and informs on the services available from the company that is going from strength to strength within the Group.

The publication is divided into several sections including Gas Turbine Overhaul, Fuel Systems, Field Service Support, Component Repair and other such services and opportunities. This literature will be used at the various events and exhibitions Score Energy will attend in relation to the development and marketing of the business.

The brochure was a collaborative endeavour between Score Energy and Score Training enabling the resources of both companies to produce the final high quality publication. A PDF version of the brochure is available to download from the Score Group website in the Turbines section. Many thanks to all involved in the production of this excellent Energy and Group resource.

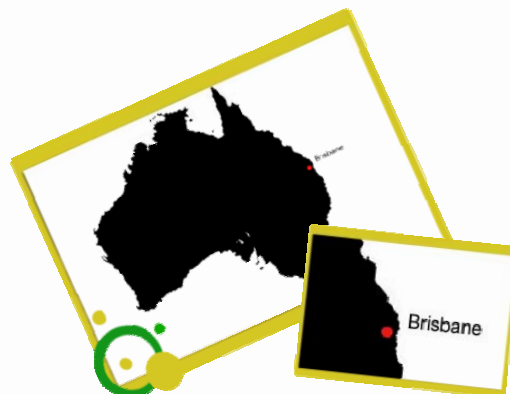
# CSL Update



## Constant Systems Limited

In January 2009 Constant Systems installed its second machine into Australia - this was at the University of Queensland in Brisbane.

The machine was purchased by a German group of scientists who were already familiar with our technology and consequently when the entire group relocated to Australia they requested that a Constant Systems Cell Disrupter machine be part of their laboratory equipment. Constant Systems had previously received several enquiries from the University of Queensland and with this machine now installed, hope to see additional sales in the future.



## Constant Systems Incorporated

Constant Systems Inc is in the process of relocating sales operations to the new Kennesaw offices in Georgia. This move also sees an addition to our team a new sales representative, Shannon English. Shannon's focus will be sales to Universities in 2009.

In the US, we have recently sold a system into the prestigious Harvard University following a successful demonstration last year. The new laboratory will be opening in April when the system will be installed and used to further research how cells work. Moving further north, CSI has seen another system sale into Canada, this time to Montreal University's Chemistry Department. Also in Canada, we are in the process of overturning a grant made out to buy two competitors systems. The client at McMasters University has decided to go with Constant Systems despite the grant being written specifically for a Canadian competitor. They will also be a centre of excellence for us in the future and look forward to using our systems in their brand new building.



Further good news came from the US as President Obama has supported much-needed funds for the research sector. This includes a large amount of stimulus money going into the NIH amongst other organizations. Following this announcement we have seen an increased number of requests for quotations as scientists across the States try to get a piece of the estimated \$1.5 billion. It is believed that the grant requests must be received by mid-April and will be awarded by the end of September 2009.

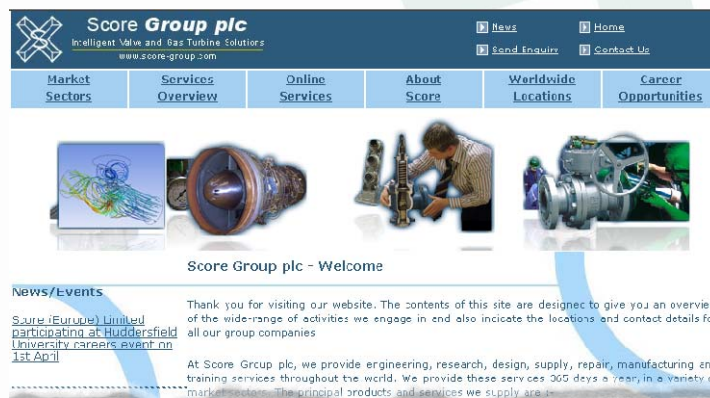
# All New S.T.A.M.P. Website

Score Training and Multimedia Productions Limited has recently upgraded their website at [www.score-training.com](http://www.score-training.com), as they felt that the previous site had lost its vivacity and the time had come for a change.

After a couple of ideas on colour scheme and layout had been discussed, a black background was opted for with white text, with the piece de résistance being the carousel implemented on the home page. The innovative carousel gives the site a fresh and contemporary feel, while also being complimented by the banner at the top of the page.

The carousel also caused a stir among members of the Score Group plc board of directors who asked for it to also be implemented onto the Score Group website.

Efforts will be continuous on both sites to endeavor in search engine optimization and also to maintain a competitively high standard in technology.



# Glenugie Car Park Improvements

After considerable thought and negotiation, we are about to improve the car park at the western end of Glenugie for the benefit of all employees. It is anticipated that the improvements will be completed by the end of June 2009.

Improvements will be

- Clearly marked
- 30 additional car parking spaces.
- Complete car park area to be surfaced (taking away the existing problems of pot holes leading to uneven surfaces, therefore creating a safer surface to walk on)
- New drainage (No more build up of lochs of water aka puddles)
- New drop off – collection point (creating a more structured ingress/ egress format for cars instead of the free for all we have at present)
- New pedestrian path linking Score with the ring road cycle path, (creating a safer route for pedestrian ingress / egress to the Glenugie facility)
- New pedestrian swipe access at main gate



**Before**



**After**

# Score Eastern Canada Trials New Technology

A visit to St Johns University in Newfoundland by Ian Cheyne (Operations Director, Score Group) and Andrew Stephen (Works Director, SECL) found them meeting up with a guy who later came to visit the Peterhead facility. During the tour in Peterhead, Ian mentioned electronically tagging valves. At this point he was given a name of a company in St Johns that was working on this for the Canadian forestry and fire fighting industries, where they need to track and maintain their equipment.

Andrew and Ian then met these people in St Johns and they agreed to do samples and run trials. After initial findings, Ian agreed with Andrew to run a trial in St Johns with the valves they are maintaining to see how it works.

This is still a work in progress and the results are being continually evaluated.

Below is an extract from Microsoft.com going into more detail in this story.

“Score Group plc wanted to streamline a paper-based process that employees use to track valve-inspection information. The solution needed to be portable and easy to use by both employees in warehouses and personnel in rugged, offshore environments. The company addressed its challenges by using a radio frequency identification (RFID) solution built with Microsoft® BizTalk® RFID Mobile and Windows Mobile® devices. Microsoft Gold Certified Partner IDBLUE helped to design and deploy the solution in just three months. The new automated system has reduced valve-inspection times and helped to improve employee productivity in the office—both by 5 to 15 percent. In addition, the solution promotes greater levels of data accuracy and is flexible and scalable so that Score Group can adapt it to support additional corporate locations and to provide for automated billing.”

To read the full story, go to the following link.

<http://www.microsoft.com/industry/publicsector/partnersolutionmarketplace/global/CaseStudyDetail.aspx?casestudyid=4000003581>

## VITAL Drive

Recently, three Score Leeds employees, Craig Whitehead, Jonathan Hargreaves, and Christopher Maldryk travelled to Peterhead to complete the Better Driving Course. Pictured along with them is Bill MacLelland, Driving Instructor, who put them through the five day course.



## Score

## Recruitment

Score (Europe) Limited (Leeds) exhibited at a recruitment event on the 12th of February held in Leeds University. The show gave the Group the opportunity to introduce our engineering training scheme to university students and others attending the exhibition. Score's participation in the event was organised by Steve Harrison and Steve Jenkins from Score Leeds, and was supported by Dave Anderson and Cherie Cameron (Group Customer Relations).

For more information on further exhibitions, visit <http://www.score-group.com/news-letters/leeds.html>

Score Group plc exhibited at a Careers Scotland event held in Banff and Buchan College, Fraserburgh on the 10<sup>th</sup> of March 2009. Assisting on the stand were Gordon Milne (Apprentice Co-Ordinator), HR personnel and current apprentices.

# Far Travelled Apprentice

Engineering is something I have always wanted to do. My dad is in engineering and when I was young I used to help my dad fix his cars, so engineering is in my blood. When I left school I found that Score had a good apprenticeship scheme and so I decided to apply.

My first year was learning the basics of engineering at the Training Centre such as machinery, bench fitting, and milling. My second year was based down in Glenugie where I have worked in various departments such as BPX, crane warehouse, goods inwards, marine, sales mods, and CRL.

Throughout my apprenticeship I have travelled to Leeds, Norway, and Australia working on various jobs.

A group of us from Peterhead went down to Leeds in 2007 and helped the guys in Brighthouse with their work while they were working on simultaneous shutdowns. This involved work with a mix of valves but most on the control valve, PSV and ball valve side of things. These usually lasted 2-3 weeks per trip.

Whilst in Australia, we worked in the Perth workshop for the majority of December working on a varied size of ball valves for Conoco. This involved stripping the valves, modifying them, rebuilding and testing them.



## Jonathan Moir

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I was working along with John Penny and the workshop team in Norway and this proved to be a most challenging job consisting of four top entry ball valves. These were originally tested with actuators on them then using the Score V-Map system I think they were strain gauge tested. After testing, these valves were stripped with specialised tooling from the manufacturer. As no one had really stripped these types of valves before, we had to work out the correct set up for the tooling. Once the valves were stripped, we then had the job of fitting the pigging sleeves to the valves. Many of the pigging sleeve parts did not fit so we had to machine them to the correct size to make them fit. Once we assembled the pigging sleeves within the valve bodies and put the bonnet on, we then gave it a body test.

Now in my fifth year I have just completed an SVQ level 3 in engineering, and an NC and HNC day release at Buchan & Banff College. I have also done my RGIT which enables me to go offshore and work.

I would like to see myself working more offshore and round other locations within Score in the future as I have very much enjoyed working with people from different backgrounds. I would also be interested to work in the Subsea department because of the diversity working with sub valves.

Working with Score has enhanced my people skills; before I started with Score I was very quiet and would be reluctant to talk to people I did not know. Travelling to different locations has opened my eyes to the different cultures and various languages and I enjoy meeting new people.

I would always recommend to a new apprentice to be willing to learn and not to be scared to ask for help.

# Meet The Apprentice

**Describe yourself in 20 words or less.....**

Fun loving, gullible, loyal, determined

**When you were a child, what did you really want to be when you grew up?**

An air hostess

**Do you have any hobbies?**

No

**What would you say is your biggest achievement in life to date?**

Getting engaged

**What one word do you use most often?**

Like

**Tell us your favourite saying....**

Don't have one

**What makes you smile?**

Rollercoaster's / Theme Parks

**What makes you angry?**

When people don't appreciate the effort you've made

**Other than 'at home', what's your most favourite place in the world?**

At Jason's (fiancée)

**What would you change if you could live your life over again?**

Nothing – it's turned out great

**Who is the most famous person you have met?**

Prince Charles

**Who would you most like to meet and why?**

Ryan Reynolds – he's hot!

**If you could ask someone famous a question, who and what would you ask?**

Scarlett Johansson – aren't you a lucky girl?

**What is the best lesson you ever learned?**

Never take on a job until ALL the details are clear....

**What advice would you give to someone still at school that wanted to become an Engineering or Administration Trainee?**

Stick in, find a great company to work for, and go for it!



**Jaclyn  
Lewczenko -  
Mechanical  
Apprentice**

# Meet The Director

**Describe yourself in 20 words or less.....**

I am a born optimist who loves to live life to the full (and inside I'm a thin person!)

**When you were a child, what did you really want to be when you grew up?**

Certainly not an accountant - my dream job was to be an air hostess

**Do you have any hobbies?**

Shopping, shoes and shouting (at my teenage children)

**What would you say is your biggest achievement in life to date?**

Keeping my sense of humour despite being an accountant and working with engineers

**What one word do you use most often?**

No

**Tell us your favourite saying....**

How much?

**What makes you smile?**

Norman Wisdom movies and my husband dancing.

**What makes you angry?**

No chocolate

**Other than 'at home', what's your most favourite place in the world?**

Has to be my office - I have a lovely view over the fields

**What would you change if you could live your life over again?**

I'd maybe be an air hostess.

**Who is the most famous person you have met?**

Billy Connolly - although technically I didn't meet him but we were in the airport departure lounge at the same time!!

**Who would you most like to meet and why?**

The airline pilot who landed his plane on the Hudson River. Did he remember to ask the ladies to remove their high heeled shoes before impact?

**If you could ask someone famous a question, who and what would you ask?**

Richard Branson - Virgin Airlines. Do you have any air hostess vacancies?

**What is the best lesson you ever learned?**

Life is short so make the most of it - carpe diem!

**What advice would you give to someone still at school that wanted to become an Engineering or Administration Trainee?**

Go for it - it will give you skills that you will make use of throughout your life and open the door to further opportunities.



**Lynne  
Macfarlan -  
Financial  
Director**

# Hycrome / Energy Modules



Score Training and Multimedia Productions Limited (S.T.A.M.P.) is currently working on fifty electronic training modules for Hycrome (Europe) Limited. These modules are all related to the operations and procedures carried out in the company and are scheduled to be finished by the end of the year.

They cover a range of different activities and will include among others:-

- Chrome plating
- Shot peening
- Paternity leave
- Use of intruder alarm
- Creating a single finish.

An initial meeting was held at Hycrome on the 11<sup>th</sup> of February between the Hycrome technical authorities for the modules along with a designated member of the STAMP team. It is hoped that the development of this online training will assist Hycrome's mid to long term training requirements.

Score Training will also be working on modules specifically for Score Energy personnel. An initial training session has already taken place to help guide perspective technical authorities on the type of information required in order to construct these online sessions. This information included script writing and story boarding techniques. It is hoped these modules will be designed, created and released for Energy personnel as soon as possible.

## VITAL Enrolment

The VITAL helpdesk gets numerous requests from users saying they have no training in their "Training I'm Enrolled in" section and how they can get enrolled on more modules. Although this has been mentioned in previous newsletters and emails, here's a recap for anyone who may have missed this.

All users are enrolled in mandatory modules from day one. These include various safety and quality modules as well as the VITAL Curriculum explaining how the system works. Once these mandatory modules are completed, it is up to the user to request additional modules as required. There are two ways in which you can view available modules on the system.

Option 1 - While logged into VITAL LMS, if you click on "Content" at the top left and then on Shared Content, you will see a list of folders on your screen. As a registered user of VITAL, you have access to click on most of these folders and view the contents of the system. These folders are structured into categories such as Safety, Quality, HR, Valves etc. Some folders have sub folders which again you can open. You cannot however run the modules from within the content section.



Option 2 - If you have access to the Score network, you can view a spreadsheet of all available modules including recently released modules by accessing the public folder system then the VITAL folder. This folder contains the FAQ document as well as the Available Modules spreadsheet. This is updated regularly.

You can then using either of these methods, create a list of modules you wish to be enrolled on. Simply email this list to your local VITAL Champion who will forward it to [vital.wish@score-group.com](mailto:vital.wish@score-group.com) advising us of the modules he/she has approved for you. If you do not have access to email, ask your team leader to send this to your VITAL Champion on your behalf. Please do not send an email asking for "more modules". We do not know what types of work you are involved in therefore do not know what modules may be relevant to your work.

If you have any suggestions for relevant VITAL modules, email them to [vital.wish@score-group.com](mailto:vital.wish@score-group.com).

Thanks & Regards  
VITAL Help

# Dr Ross Lectures

Once a month for some time now, it has been my pleasure to lead the talks on Social Responsibility Themes with the apprentices in the lecture theatre at Wellbank, Peterhead.

They started off with me holding forth and displaying my wisdom on topics as diverse as wealth, pleasure, duty and spirituality. It was soon recognised that forasmuch as I deal with such matters regularly in my own capacity, there was a need for the apprentices to have a greater involvement to see what their take was on these and other subjects. This is possible by searching out their own viewpoints either within themselves or doing their own research. They may feel such things did not matter to them but they do have a bearing on us all and to the apprentices no less.

That I should make a point by quoting long-since, deceased, Greek philosophers and the like, was lost on some of the apprentices and still is for some. We are in the post-modern era where everything is now and present, supposedly and young people are 'now only counts' persons. It is a dangerous position to be in at any time. The novelist and philosopher George Santayana said 'Those who cannot remember the past are condemned to repeat it.'

We learn from our mistakes hopefully and though the externals of life change in each generation, the present generation make their mistakes in the same areas of life as has happened in the past. By giving it some thought though, they can make lighter of them and learn basic lessons in life at an early stage in life. Maybe you cannot put an old head on young shoulders, but some of the observations of the apprentices show a lot of maturity over and against some who are determined to play the fool. Socrates, the Greek philosopher of the 5<sup>th</sup> Century BC said, 'The unexamined life is not worth the living.' That is always true. It is not an exercise though, that needs to be done to excess, but some time of looking at our lives more closely can always be of great benefit.

The topics are carefully chosen in advance for each talk by Dave Anderson and myself. The themes are generic and can always be repeated at a later date, but we have not been over the same ground thus far. Further subjects covered have been 'Work', 'Challenges', 'Decision Making', 'Happiness' and so on. Dave goes about the exercise of selecting the apprentices who will have their say for the while and gives them some briefing and training for the day. Initially it was two apprentices who each would have had their say for about 2 minutes and take no further part. At first, I had talked on the theme for about 25 minutes and more, only using quotations both old and new. Then with great difficulty, the audience would be asked to come forward with questions.

Consultation with apprentices and other staff and showed that we did not have the right formula. Good intentions are never enough and it was conceded the talks were not meeting their objective as they might have more ideally.

We now have a main speaker from the apprentices who will speak for 3-5 minutes on whatever theme, followed by a group of 4 other apprentices who will make their own observations and may use quotations of their own devising or from sources. This will last for at least 5 minutes and be followed by my take of about 15 minutes with photographs on screen extracted from newspapers and topped up with a few quotations. Questions then go out to the apprentices from the group and though it as it times like pulling teeth to get any one to say anything, we are refining the approach with better results forthcoming in successive months.

The apprentices who talk to the audience have at least done their research, and though they are in fear and trembling, they feel such a sense of achievement afterwards having made the effort. It is arguably much more difficult for those in the audience to be forthcoming and there is a reticence and greater insecurity but we feel we are getting nearer to better outcomes. It's still a work in progress, but eminently worthwhile in the obvious benefits for all concerned. I always look forward to the these talks because as much as anything I feel I am always learning. I am so pleased for the speakers who get over their nerves and make their points as well as they do.

