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FieldCore | Building world-class execution capabilities to better support you

Why?
One dedicated field service team focused on:

2018 Focus

✓ **Transitioned** from go-live (August ’17) to operationalize and stabilize

✓ **Created** dedicated Service Manager team to focus on field service planning & execution

✓ **Completed** 63 6B outages globally – 27 MIs, 21 HGPs, 13 CIs

✓ **Hired & trained** 53 GT & 33 Controls FEs in North America

✓ **Spend $46M** on global training ... FEs, craft labor, advanced level FEs

✓ **Complete** all 6B outage planning and field procedures using FieldVision

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Better Together – Power Services & FieldCore

Prior

65* Customer Service Leaders - CSLs
76* Contract Performance Managers - CPMs
21* Contract Fulfillment Managers - CFMs
30* Outage Managers - OMs
720* Field Engineers – FEs (418 GE / 302 GSI)

Today

65* Customer Satisfaction Leaders
66* Contract Performance Managers
21* Contract Fulfillment Managers
38* Service Managers
40* Outage Managers
695* Field Engineers

Planning/Execution CSL/CPM

- Safety and Environmental
- Quality
- Customer Relationship/Communication
- Outage meetings
- Outage scope of work definition
- Event Parts/Repairs planning
- Start date, scope, site requirements
- Unit history, unit specific data
- Change Orders
- Plan Labor/tooling/consumables and vendor scoping

Execution SM

- EHS Plan
- Quality Plan
- Quality Controls
- Labor, Tooling, Consumable and Vendor Scoping
- Request and manage invoices
- Schedule, cost tracking
- Manage and execute extra work
- Change orders
- Project rec and close out

Planning CSL/CPM

- Request and manage invoice
- Request and manage POs
- Schedule, cost tracking
- Engineering interface
- Project interface
- EHS plan
- Quality Plan
- Quality Control
- Manage and execute extra work
- Project rec and close out

* North America Headcounts

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Moving Ahead...

People first mindset
Maintain focus on safety, quality and service excellence
Delivering on all PS 6B customer commitments
FieldCore is.... World Class Execution
Questions?