



Date: August 23, 2013
To: Whom It May Concern
Re: Kathryn Steen, M.Ed., CQA, CMQ-OE
Ergon employee, June 2, 2003 – August 23, 2013
From: Thomas E. Isonhood, CPLP – Ergon, Inc. Systems and Performance Improvement Department Manager

This overview is offered in support of Kathryn's application. In addition to the Job Profile (EDP-JP-018.03) attached, Kathryn fulfilled other roles for Ergon as a member of our Systems and Performance Improvement Department.

She was hired as Ergon's *Corporate Document Controller* in what originally was Ergon's Quality Systems Department (QSD) in Vicksburg, Mississippi, then promoted internally in 2005 to the new *Management Systems Consultant* position in a department reorganization and expansion initiative, relocating to corporate offices in Jackson, Mississippi. Some of the roles, responsibilities, and contributions Kathryn made in this capacity are:

Auditor: Ergon's Quality Management System, compliant to ISO 9001:2008 international standards
Ergon's Environmental Management System, compliant to ISO 14001:2004 international standards
Ergon facilities' Quality Functions processes, including refinery labs, document control, etc.
Ergon's facilities' and departments' Performance Improvement processes
Phillips 66 Marine Terminal Managers Self-Assessment – 264 key performance indicators developed as best practices by London-based Oil Companies International Marine Forum (OCIMF)

Programs Manager: Service Problem Reports – Ergon, Inc. Customer Service Department
Quality Systems and Management Training – QSD / SPID
Customer Satisfaction – Systems and Performance Improvement Dept.
Ergon corporate Corrective and Preventive Actions program and system
SPID quarterly publication, *Synergy* (2004 - 2006) – magazine promoting department reorganization and expanded services
Ergon corporate magazine, *FOCUS: an Ergon Perspective on Quality*
as well as feature writer for series "Business Process Improvements" and many other regular content contributions. Back-issues of both publications are available online:
<http://www.ergon.com/publications>

Projects Manager:

Training design, development, and implementation:

- Brought classroom instruction within the SPID department and staff, from sole instructor who had been department's former manager
- Delivered, scheduled, tracked, reported, and assessed training courses in Quality, ISO standards, Continual Improvement, team-building, management, vision/mission/goals and objectives, etc.
- Instrumental in designing and delivering Ergon's first corporate New Hire Orientation Class, 12 hours
- Instrumental in selecting, coordinating and delivering Ergon's first enterprise-wide Defensive Driving Course, National Safety Council, 4 hours, project requested by VP of Risk Management Department

- Instrumental in selecting, coordinating and delivering Ergon's first internal management course, Supervisor / Management Training Series, piloted with four class groups each completing a 2 year program, later assigned to Training Dept. for continuance.

Corporate Processes Consolidation:

- Ergon's first corporate, interdepartmental Customer Approval Process incorporating corporate Credit, Billing, Tax, and Risk Management Departments with field marketing and facility Management; process mapping and analysis of each role's current operations, interdependencies, facilitated paper-based solution and released Phase II automation/computer-based system to Ergon's Business Support Center.

Technical Procedure Writer, 2010 – 2013:

Ergon, Inc. Environmental, Health & Safety Department –

– Environmental:

- Product Stewardship / Chemical Inventory and Community Right to Know – European Union/REACH and U.S. EPCRA / SARA / TSCA

– Health & Safety:

- Industrial Hygiene Program
- OSHA Reporting and Recordkeeping
- Reviewing and Revising Ergon Safety Programs

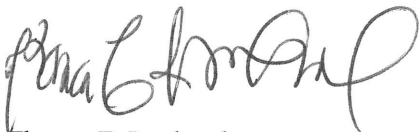
Ergon, Inc. Risk Management Department –

- International Exports – Open Cargo, Certificates of Insurance, Shipment

Ergon Asphalt and Emulsions, Inc.

- ErgonArmor Customer Service Manual

Please contact Ergon at 601-933-3096 if you should require additional information.



Thomas E. Isonhood
SPID Manager

Ergon Job Profile Attached:

Management Systems Consultant – EDP-JP-018.03, June 30, 2010 (1 page)

Management Systems Consultant Job Profile

1.0 Position Title:

Management System Consultant

2.0 Nature & Objective:

A staff position in the Systems and Performance Improvement Department (SPID) with responsibility for supervision of the management system implementation and maintenance process within the Ergon enterprise.

3.0 Reports to:

Systems and Performance Improvement Department Manager

4.0 Position Qualifications:

- This position requires a Bachelor's degree (or equivalent education and/or experience related to quality improvement/quality assurance)
- Broad knowledge and application experience in quality systems and tools
- Excellent project management and facilitation skills
- Demonstrated ability to teach, coach and mentor
- Excellent communication and interpersonal skills
- Professional quality certifications and credentials desirable
- Proficiency with Microsoft Office software
- Qualify as Ergon Internal Audit Lead Auditor within 18 months

5.0 Responsibilities include the following:

- Provide coaching and consultation to customer organizations while facilitating the implementation of quality management systems
- Develop documentation, procedures and systems relating to the implementation and maintenance of quality management systems and other assigned roles
- Conduct improvement sessions with organizations to facilitate continual improvement
- Provide training related to quality management system implementation and improvement activities
- Manage projects and programs as assigned
- Participate in Ergon's Internal Audit Team
- Review and report to management on the progress of management system development and implementation process
- Participate in professional development activities
- Fulfill other roles and responsibilities as assigned