

# AIChE

## Conference Evaluation Form 2016 Conference – Denver, CO

1. Overall, how would you rate this year's Symposium?

63 Excellent 33.3%  
122 Good 64.5%  
4 Fair 2.1%

2. Did you find the Symposium - 188

46 Better than what you expected 24.5%  
140 About what you expected 76.6%  
2 Not as good as you expected 1.1%

3. How would you rate the overall content/information of the program? - 190

51 Excellent 26.8%  
120 Good 63.2%  
19 Fair 10.0%

4. How would you rate the networking opportunities provided? - 189

84 Excellent 44.4%  
98 Good 51.9%  
7 Fair 3.7%

5. Were you satisfied with the pre-registration/on-site registration process? - 189

186 Yes 98.4%  
3 No 1.6%

If no, why?

No - Difficult to add a second member.

No - Was not clear that we could pick up tags day of.

No - Name of my company was missed from the participation/ company list in preregistration

Yes – Can be improved by reminder email.

Yes – Didn't find value in the Backpack & Water Bottles might make that optional for folks.

6. Did Hotel staff handle your housing accommodations correctly?

156 Yes 8 No 26 Stayed somewhere else  
Hotel Facilities (Grand Hyatt): 60 Exceptional 60 Adequate 2 Inadequate  
Meeting Location (Denver, CO): 58 Exceptional 65 Adequate 2 Inadequate

7. What are your preferences for future Symposium locations – 483 responses

|     |                  |       |
|-----|------------------|-------|
| 100 | San Francisco    | 20.7% |
| 94  | London           | 19.5% |
| 79  | Paris            | 16.4% |
| 68  | San Diego        | 14.1% |
| 64  | New Orleans      | 13.3% |
| 34  | Others:          | 7.0%  |
| 4   | Philadelphia     |       |
| 3   | New Dehli        |       |
| 2   | Asia             |       |
| 2   | Tampa, Florida   |       |
| 2   | Orlando, Florida |       |
| 2   | Berlin           |       |
| 2   | Washington DC    |       |
| 2   | Houston, TX      |       |
| 2   | Charlotte        |       |
| 2   | Minneapolis      |       |
| 2   | Singapore        |       |
|     | Trinidad         |       |
|     | Edmonton         |       |
|     | Bangkok, Tokyo   |       |
|     | Brussels         |       |
|     | Rio De Janeiro   |       |
|     | Chicago          |       |
|     | Portland, OR     |       |
|     | Calgary, Canada  |       |
|     | Seattle 111      |       |
|     | Kansas City      |       |
|     | Dallas           |       |
|     | Hawaii           |       |
|     | Toronto          |       |
|     | Pittsburgh, PA   |       |
|     | Amsterdam        |       |
|     | Las Vegas        |       |
|     | Memphis          |       |
|     | Africa           |       |
|     | Vicuna           |       |

8. Did you receive the Symposium promotional information in a timely manner??

167 Yes 88% 23 No 12%

9. How many years have you been in the Ammonia Industry?

|    |         |       |
|----|---------|-------|
| 53 | 1-5     | 28.8% |
| 33 | 6-10    | 17.9% |
| 15 | 11-15   | 8.2%  |
| 16 | 16-20   | 8.7%  |
| 18 | 21-25   | 9.8%  |
| 20 | 26-30   | 10.9% |
| 14 | 31-35   | 7.6%  |
| 11 | 36-40   | 6.0%  |
| 4  | 41 over | 2.2%  |

10. Are you Ammonia Producer 103 54.5%  
Non Producer? 86 45.5%

11. Is this the first Symposium you've attended?

|     |     |       |
|-----|-----|-------|
| 84  | Yes | 44.7% |
| 104 | No  | 55.3% |

If not how many have you attended in the past five years? - 78

|    |   |       |
|----|---|-------|
| 14 | 1 | 18.0% |
| 23 | 2 | 29.4% |
| 12 | 3 | 15.4% |
| 8  | 4 | 10.3% |
| 21 | 5 | 26.9% |

12. Please indicate your responsibilities within your company

|    |                       |       |
|----|-----------------------|-------|
| 75 | Operations/Production | 33.9% |
| 19 | Maintenance           | 8.6%  |
| 62 | Project Engineering   | 28.1% |
| 31 | Consultant            | 14.0% |
| 34 | Other                 | 15.4% |

13. Do you have one or two suggestions for the Roundtable Topics for future meetings?

- With meeting invitation & registration ask each attendee to select 3 areas of concern for their company.
- Demonstration of fiber leak detection systems

- c. Clad metals Integrity
- d. UREA to be included
- e. Tube to tube sheet welding problems in the horizontal WHB
- f. U-Tube steam superheaters replacement
- g. OTS Systems
- h. You consider breakout sessions for 1-1 1/2 hrs. each day to facilitate small group discussions, especially among operating companies
- i. Start-up Commissioning  
Third Party in plant-create awareness
- j. Issues related to CO<sub>2</sub> removal section
- k. Discuss the use of outside engineering and relationship with process safety
- l. Conduct of operations & operating discipline
- m. "Batch-type" Actions for contentious operations-eg switching vents, switching pumps, coolers, filters, valves from auto to manual etc.
- n. Upkeep of Ammonia Emergency Systems in an Economic Downturn
- o. Benchmarking in Ammonia Industry Production
- p. Operating guidelines for Ammonia Technology
- q. Improved level and skills of operations
- r. On stream reliability-industry wide survey, of Ammonia plants – key factors, weak links etc.
- s. Environmental challenges in Fertilizer complexes –
- t. Risk based inspection in NH<sub>3</sub>/Syngas /Industry- experience
- u. Top ten day to day problems of Ammonia producers
- v. PSM Implementation
- w. Ammonia pipeline safety
- x. Discussion on PSM – detailed technical
- y. Lubrication for equipment
- z. Erosion and corrosion
- aa. The foaming problem in CO<sub>2</sub> removal units
- bb. Catalyst technology, completion, function and troubleshooting impact
- cc. Power optimization
- dd. Lost heat recovery technology
- ee. NH<sub>3</sub> Storage tank Mechanical Integrity
- ff. Best practices for interlock & shutdown responses
- gg. HTHA
- hh. Toxic shelter evaluation & design
- ii. Loss experience minimized by adequate sparing
- jj. Fire hazards in operations
- kk. Process Safety Management Systems – KPIs
- ll. More Urea incident discussion

- mm. Keep the industry incidents section, this is very valuable
- nn. SIS discussion on rotating equipment
- oo. Experience on catalyst reduction
- pp. CO2 removal system issues
- qq. IT/Software security – DCS
- rr. Update on issues related to high-temperature hydrogen attack
- ss. Benefits of asset integrity management
- tt. Ammonia sampling & analysis – safe handling
- uu. Industry incidents (Especially fires & explosions and loss on containment)
- vv. Emergency procedures
- ww. Remaining life estimation of catalyst tube
- xx. Is there a better way to inspect NH3 storage tanks without taking them out of service
- yy. How long should they remain in service before an inspection is done
- zz. Future commitment for sustainability
- aaa. Energy reduction
- bbb. Impact of govt. policies in Ammonia Plant Design/performance
- ccc. Purifier and related issues
- ddd. Issues around Ruthenium catalyst operations
- eee. Near miss incidents – Lessons Learned
- fff. Vender catalyst & Metallurgy updates – well covered before it may be worth adding.
- ggg. Refractor Failures
- hhh. Reformer failures
- iii. Turbine compressors failures

14. Which one or two items make this meeting successful?

- a. Opportunities to meet with suppliers & fellow producers
- b. Wide range of Experience / inputs
- c. Diverse topics
- d. Good Organization / Time keeping
- e. Topsoe reformer manager
- f. Process Safety leadership
- g. Welding problem on ammonia plant primary reformer
- h. Improving common understanding of safety issues.
- i. Good adherence to timing of presentations.
- j. Welding problems on ammonia plant primary hot collector
- k. Failure of secondary reformer dome and its' repair
- l. Bringing world ammonia producers under one roof
- m. Good contact to producers

- n. Safety related issue
- o. Commissioning experience
- p. Insights and difference in perspectives among others
- q. Practical idea exchange during networking for follow up
- r. Networking, sharing of knowledge, international attendance.
- s. Networking
- t. Tech presentation
- u. Connect with the industry
- v. Great opening with a focus on Process Safety!!
- w. Many informative papers & discussions.
- x. Networking opportunities with other producers
- y. Quality of papers.
- z. Topsoe Furnace Manager technology
- aa. Ammonia Syn Loop water exposure
- bb. Syngas compressor hydrodynamic thrust bearing future
- cc. Papers relevant to problems in industry. Industry solutions to common problems
- dd. Topsoe reformer technology
- ee. Synthesis gas incident in Iran plant Pardis Company
- ff. Sharing the cases openly
- gg. Professionally organized
- hh. Focus on solutions to industry challenges.
- ii. Networking
- jj. Information sharing for safe & improved operations
- kk. Interesting content, good organization
- ll. Honesty of participants in regards to frank discussion of losses.
- mm. Sharing Incidents
- nn. Producers on presenting not vendors. This is knowledge sharing not a sales pitch
- oo. Good Knowledge
- pp. Excellent Sound
- qq. Quality of Presentations
- rr. Amount of information shared.
- ss. Networking opportunities, time for discussion after presentations.
- tt. Consult tech providers
- uu. Vendor participation/ hospitality suites
- vv. Operational experience / lessons learned
- ww. Arrangement oversight
- xx. Coverage of topics
- yy. Based on papers in 61<sup>st</sup> symposium, would like to advise to consider plant incidents paper not general paper on case information
- zz. Open discussions, Intention to share experiences

- aaa. High quality of papers selected and networking opportunities with other producers and technology providers.
- bbb. Vendor activities off site
- ccc. Case study of incidents from different plants around the world
- ddd. Papers of past failures
- eee. Innovation ideas from vendors/ producers
- fff. First topic on PSM & Safety
- ggg. Operations and Safety Oriented
- hhh. Participation from Operating sites
- iii. Collection & resulting of papers months in advance & the review of content by experienced panel
- jjj. Advancement sharing on ammonia technology.
- kkk. Strict schedule time management
- lll. Simple presentations
- mmm. Providing the manual of all ppts.
- nnn. The people who attended the meeting
- ooo. Written material available
- ppp. Roundtable discussions
- qqq. Excellent keynote address; networking opportunities
- rrr. Recommend that some of the presentation have an interpreter especially if their English is hard to understand
- sss. The overall organizational effort makes it work.
- ttt. It would be more beneficial if material (papers) send well before symposium
- uuu. Please make first names on badges bigger BIG!!!
- vvv. Well organized plenty of pre literature
- www. Failure of level bridle in benfield service
- xxx. AMM converter reaction loss followed by fire incidents
- yyy. Interaction between the delegates
- zzz. Conference room & schedule & information from committee
- aaaa. Diverse attendee participation
- bbbb. Incident reviews
- cccc. Opportunity for interaction
- dddd. Vendors right outside of meeting /presentation room
- eeee. Practical incident discussions Surveying the problem and actions taken

15. Which one or two items could be improved in this meeting?

- a. Between so-so acoustics & sounds system and the heavy accents of some presenters, some presentations are hard to understand.
- b. Just the registration comment.

- c. Welding problems on ammonia plant primary reformer
- d. Hot Collectors
- e. Hotel & Lunch
- f. More Presentation – split room?
- g. Shorter lunch break (1.5 hrs. instead of 2) with earlier end time each day.
- h. Networking opportunities – create an outing choice instead of free time??
- i. Additional vendors – Maybe some valve / pump supplies / instrument suppliers, etc.
- j. More case studies related topics
- k. Can speakers have microphones in lapels / headset etc., sometimes hard to hear or understand, especially for some non-english (as a first language) speakers.
  - l. More detailed analysis of some of the incident analyses
- m. Keeping / selecting papers related to technical issues
- n. Acoustic quality in the ballroom
- o. Coffee break time & content (food)
- p. In power point presentation, use both FPS & MKS systems It seems many are not aware of °c/kgs etc.
  - q. Presentations need to be mailed to the participants well in advance.
  - r. Balance between technological // incident papers
  - s. Consider additional time for roundtable to promote active discussion.
  - t. Noise from coffee breaks need to end coffee break more promptly
  - u. More industry incident
  - v. Some presentations were sales pitches by Clariant, JM, and HT. Some papers were vague and lacked real world examples & conclusions.
    - w. Better selection of papers
    - x. Media Usage
    - y. Audio feedback, Media resources
    - z. Smaller roundtable with different topic / almost only NH3 topics
    - aa. Selection of papers : avoid repeat papers from previous events
    - bb. Some presentations during the first two days were not accordingly to the level of this symposium
  - cc. Lunch / video presentations
  - dd. Maybe a paper concerning the construction of a new plant
  - ee. Phone reception in foyer
  - ff. Location with direct flights
  - gg. Morning coffee and water available
  - hh. Not a big fan of the “sales pitch” presentation Topsoe Furnace Manager
  - ii. I recommend that all the presentations be sent out in an email or stored in a website where others can download.



- jj. Poor choice to have the stop work authorization talk right after the keynote address. Consider better order of talks.
- kk. Root cause analysis of incidents / failures
- ll. Abbreviations used in ppt may be clearly expanded at least in the presentation (PPE)
- mm. Presentation – Delivery of papers / space for vendors small & difficult to move and speak.
- nn. Diversification of topics
- oo. Translators for clarifying questions & answers during sessions
- pp. Giving more room for vendors it is very congested
- qq. Papers author should include contact information
- rr. R&D efforts, environmental improvements send out tech. manual early to improve questions.
- ss. Close doors promptly after breaks. Coffee before sessions. No presentations with audio
- tt. Variant of coffee break & snack
- uu. More paper & speakers
- vv. Media resources
- ww. Breakfast provided
- xx. Quality of papers
- yy. Contents
- zz. Some speakers are difficult to understand
- aaa. Presentation by a company which can be bench marked in operations & maintenance
- bbb. Quality of papers on RCA / Lessons / evaluations
- ccc. Keynote address was not appropriate for large audience, include more papers or add a poster session.
- ddd. Better screening of papers (most are very good but a few others sneak through)
- eee. Surprised with the free Tuesday afternoon – if people want to investigate their surroundings I suggest they come a day early or leave later.
- fff. Include roundtable topics every day to promote networking.
- ggg. Bigger ID's Name & Company
- hhh. Add a networking lunch for all (include the cost in the base fee)
- iii. It was very thin attendance (<40) on Monday
- jjj. Add snacks with coffee breaks (add the cost in the base fee)
- kkk. I'd sure like an organized opportunity to network in small groups. I'd be happy to share what I've seen @ other conferences in the refining industry. (Marc Hoss, Koch Fertilizer Enid)
- lll. Conference room very small

- mmm. Provide attendee list prior to meeting. Provide better info on lunch options. Would be nice to provide email addresses of attendees with their permission.
- nnn. The sharing of the presentations via electronic eg USB
- ooo. Technology & improvement in ammonia plant operations
- ppp. It's a little chilly in the auditorium
- qqq. Combine Urea, UAN, AN users to present papers
- rrr. Pricing for the conference to be reduced
- sss. Welding problems on ammonia plant primary hot collators
- ttt. Price agreement on papers to be presented
- uuu. Page 3B Ammonia converter reaction
- vvv. Page 3E Ammonia plants compressor room fire.
- www. Include lunch everyone disappearing off-site limited networking opportunities
- xxx. Conference could probably be condensed to 2 1/2 to 3 days if breaks were shorter/ less frequent.
- yyy. Selection of papers related to Process Safety incident, Reliability improvement and proactive measurement on critical equipment's inspection.
- zzz. Less general topics e.g. insurance, safety more specific failures / trouble shooting
- aaaa. Have Thursday pm as a roundtable to have more participative discussion / on one or two hot topics affecting the industry currently.
- bbbb. More experience sharing / incident related things should be added
- cccc. Monitoring and plant maintenance practices maybe covered in this conference leading to good safety.
- dddd. To meet also outside US due to size requirements
- eeee. More industry incident
- ffff. Networking
- gggg. Provide water (both in the meeting room and at breaks)
- hhhh. Less straight on focus presentations from non-producers there were several again this year.
- iiii. Group event for all participants to network (not just catalyst companies)

16. Based upon your experience with this year's meeting, do you plan to attend next year's meeting.

174 Yes      3 No (aren't allowed to go every year)      8 Maybe

17. Would your company be interested in future Sponsorship Opportunities?

49 Yes

