



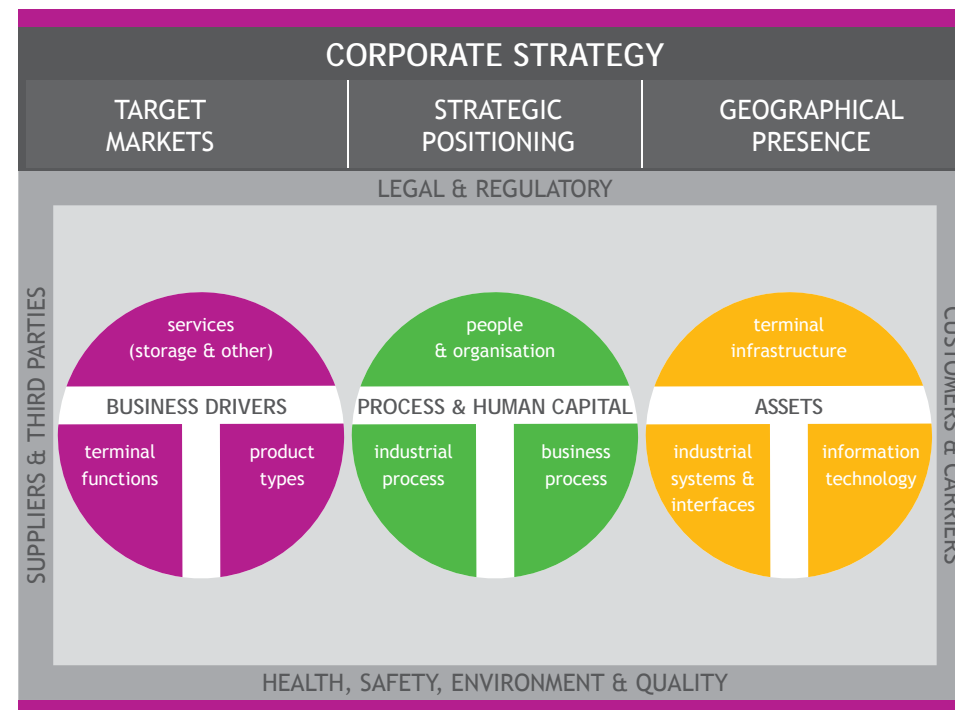
3T Business Performance Improvement

Step back and look at the bigger picture

Bulk storage is a rewarding business, but also a challenging one. Dealing with urgent operational issues is a daily reality. But it's vital to step back from time to time to ask yourself:

- Are we creating the best possible shareholder value?
- Do we meet our customers' expectations as regards responsiveness?
- Can we reduce operating costs while retaining service levels?
- Does our strategy still give us enough competitive advantage?
- Do we know exactly how we are performing and why?
- ...

Operational efficiency and decision-making effectiveness are closely linked. Successfully formulating, implementing, evaluating and refining strategy requires up-to-the-minute insight into how your business is performing and why. In short: You need to look at the bigger picture.



What drives your terminal business?

3T's Business Performance Improvement service uniquely addresses all the factors that drive your terminal's performance.



What a difference 3T makes ...

What is it?

A structured, flexible methodology that is easily tailored to your needs, 3T Business Performance Improvement builds on years of experience in the bulk storage and logistics industry, helping companies significantly enhance their results through process improvement and effective performance management.

Why would I use it?

To help your bulk storage & logistics company rapidly improve business performance, however you define it, whether in terms of effectiveness, efficiency, responsiveness or any other criteria which drive your success.

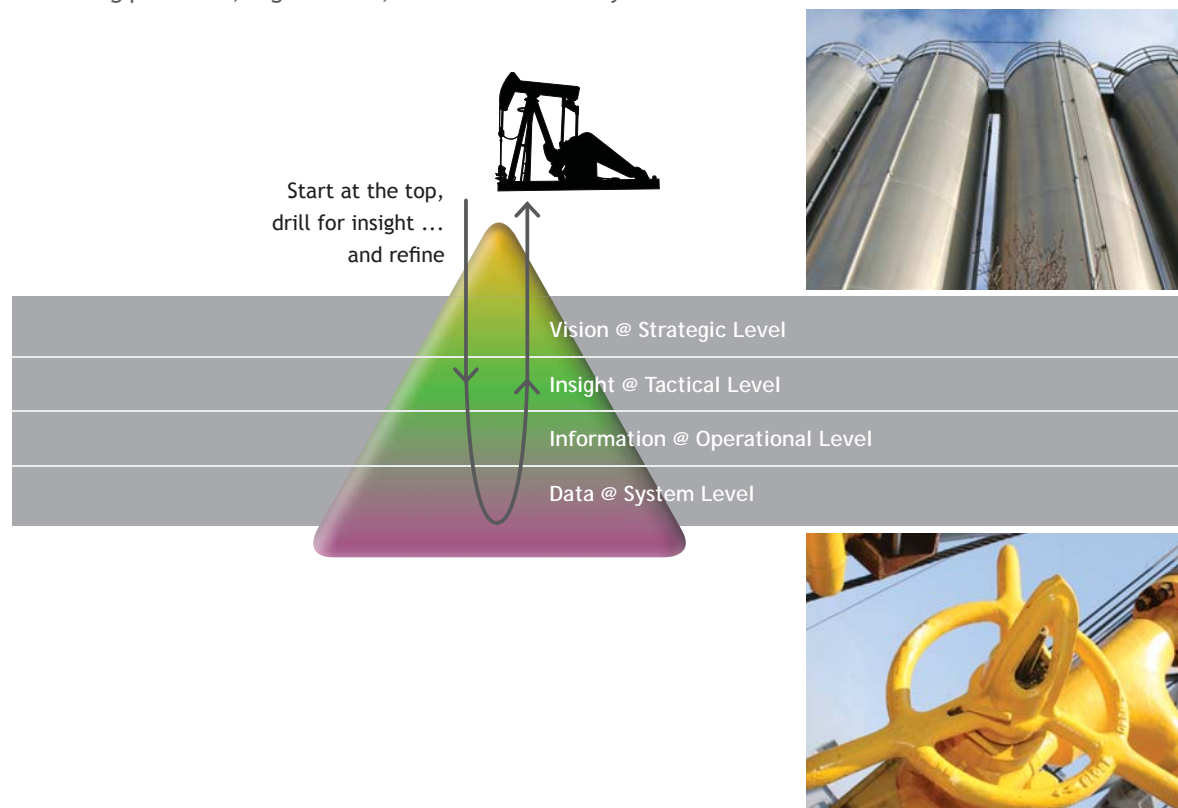
How is it different?

This is a unique service which:

- Covers all levels: From strategic, via tactical, through operational, to systems.
- Integrates process improvement and performance management in a single approach.
- Is conceived specifically for bulk terminals with their unique demands.
- Tailors easily to fit each client's particular needs and circumstances.
- May be integrated with third-party practices staying independent of any particular approach.
- Is software- & tool vendor-independent.

Start at the top, drill for insight... and refine

Our take on effective decision-making also permeates our performance improvement approach at every stage. Whatever the immediate operational focus, there's no substitute for a clear understanding of the bigger picture. That's why we start by looking at business drivers, strategy and competitive environment, before examining processes, organization, infrastructure and systems.



Also for new terminals and expansions

The 3T Business Performance Improvement approach is also ideal for designing in superior performance from scratch when applied to new terminal or expansion scenarios.



Trace - Track - Tune

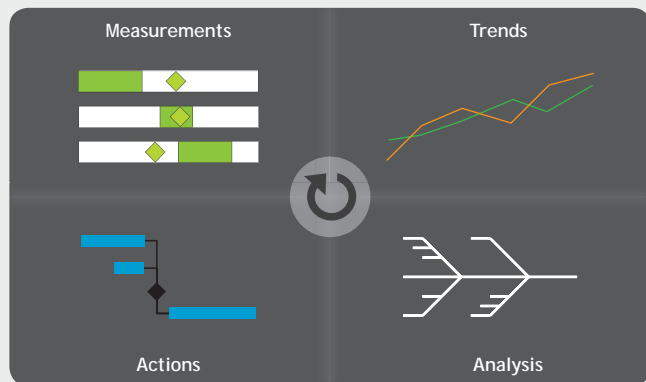
A structured and innovative approach for improving terminal performance



Your benefits

3T Business Performance Improvement allows terminal management to achieve consistently higher levels of performance.

- Quickly identify and remove the most important impediments to better business performance
- Picture it working: See how strategy and decision-making interact with operational performance.
- Focus on what matters: View the process; not just the issues.
- Set improvement focus and priority based on impact.
- It's not just the process... but how it's managed. Let your managers evolve:
 - » From actors and issue resolvers of the process
 - » To designers and controllers of the process



management scorecard & dashboard

Independent Bulk Storage & Logistics Architects

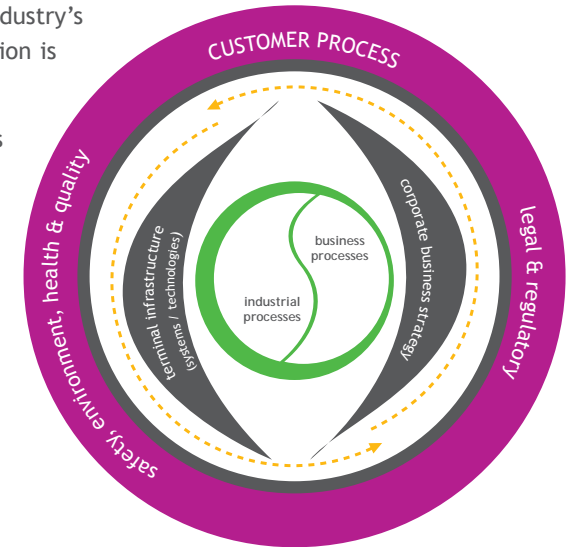
3T are experts in the bulk storage & logistics industry, bringing a new and holistic approach to the industry's constantly evolving challenges. Our business mission is making companies more valuable and profitable.

As independent Bulk Storage & Logistics Architects 3T offers its customers:

- Business Performance Improvement
- Conceptual & Process Design
- Business & Process Automation Design
- Project & Engineering Management
- Guidance Risk Methodology & Regulations
- Technical Surveys, Inspections & Certifications
- Procurement & Contract Evaluation
- Facility Management & Contracting Solutions
- Maintenance Excellence

With this range of complementary services 3T enables its customers to improve their storage and logistics effectiveness both at the business and at the operational level.

3T Business Model



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Think quality of control, not just control of quality.

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