

## Case Study

### Koch Pipeline Improves Productivity with Honeywell Alarm Management



“The Honeywell Alarm Management Solution quickly provides appropriate alarm event information to operators, helping them quickly identify and respond to alarms.”

- Eric Palmquist, SCADA Capability Leader for Koch Pipeline Company

#### Background

Koch Industries is one of the largest privately held companies in the world, involved in core industries such as refining and chemicals, polymers and fibers, forest and consumer products, fertilizers, process and pollution control, and ranching. Koch Pipeline Company, L.P.; based in Wichita, Kansas.; owns or operates crude oil, refined petroleum products, chemicals and natural gas liquids pipelines that deliver to refining centers in the Midwest and Texas. Koch Pipeline keeps over 4,000-miles of pipelines running safely and efficiently.



Koch Pipeline implements Honeywell Alarm Management to reduce losses caused by ineffective alarming.

Koch Pipeline was awarded the 2010 and 2011 Distinguished Award for Outstanding Safety and Environmental Performance from the American Petroleum Institute, the organization's highest award. Koch Pipeline employees recently completed 8 million hours with no safety incidents that resulted in time away from work.

#### Benefits

Koch Pipeline Company (KPL) was looking for an alarm management solution to facilitate alarm rationalization, provide Pipeline Controllers with an alarm dictionary and produce meaningful reports on alarm system performance.

KPL chose Honeywell's web-based Alarm Manager to provide field and control center personnel with critical alarm system information. The alarm configurations that are validated against EEMUA 191 recommended practices helped KPL realize the following benefits:

- Reduction in overall alarm counts through elimination of false alarms
- Ability to benchmark alarm system performance against industry standards and compare workload between consoles
- Quick creation of alarm configuration reports
- Ability to track alarm cause, consequence and response for all alarms, and display this in the SCADA system with minimal effort

#### Challenge

Koch Pipeline previously had an in-house reporting tool that provided basic reporting, but the system became obsolete when the company replaced the SCADA system. The built-in reporting tools in their new SCADA system could not meet the needs for the critical alarm management function, so KPL began the search for a robust alarm reporting solution to manage information and improve uptime and productivity. The system would also have to handle new control room management regulations that require formality around many current processes.

KPL set up a strict list of project requirements for the new alarm management solution. The alarm needed to demonstrate

compliance with Control Room Management Requirements API 1167; facilitate alarm rationalization; provide security for authorized access; and be easy for field users to use. "We wanted an alarm system that would be effective and user friendly to minimize the workload of internal resources," said Eric Palmquist, SCADA Capability Leader, Koch Pipeline Company. "After all, our primary focus is safe and efficient operations of our pipelines, not software development."

### Solution

Koch Pipeline evaluated several vendors and selected the Honeywell Alarm Management Solution because it met the functional requirements with robust alarm rationalization tools and a user-friendly user interface.

"We chose Honeywell because they have a very in-depth understanding of the process control industry. KPL's experience with Honeywell's OPC team – including its strong customer support – was very positive," commented Palmquist.

Koch Pipeline and Honeywell worked together to define a specific scope of work and schedule for the implementation. A pilot phase was used to demonstrate that the tools could handle KPL's alarm database efficiently. Honeywell provided on-site training on use of the tools as well as an introduction into alarm rationalization and alarm philosophy.

Since implementing the Honeywell Alarm Manager, KPL has efficiently reduced false alarms. The web-based alarm manager ensures all changes to the SCADA system and configured alarms are correct, consistent and properly documented. The

solution provides KPL field and control center personnel with critical alarm system information, including a "most frequent alarms" report that the team uses to attack the worst offenders.

The system's openness allows KPL to display alarm cause, consequence and response information to the controller in the SCADA system. Plus, the alarm solution already had KPI reports to meet the Control Room Management requirements.

Non Control Room employees have secure access to the alarms in their area of responsibility based on single sign on authentication.

"We are very pleased with the Honeywell alarm management solution," said Palmquist. "Both parties contributed skilled and knowledgeable resources and collaborated well as a team. Honeywell tech support was able to quickly resolve any issues, and our end users in the Pipeline Control Center were excited about the project. We have found the interfaces are configurable, so things are easy to configure and hooks are in place to use VBScript for more difficult tasks."

### For More Information

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