
Lifecycle Management and Reliability at Schlumberger

Peter Ireland

Quality and Reliability Design Manager – IT Transformation

Transformation at Schlumberger

- The E&P industry is facing greater challenges and needs faster, more reliable service
- Schlumberger embarked on a program to change the way we work
- Our goal is to deliver a step change in technology, reliability, efficiency and integration

Industry Challenges



Extending technical performance with game-changing technology



Learning from other industries and adopting new ways of working



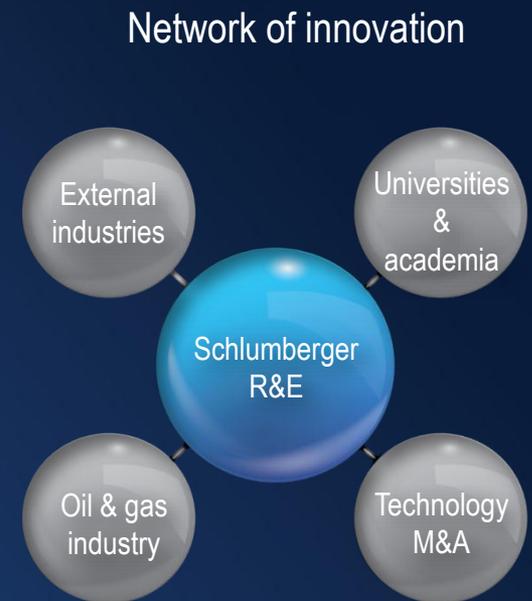
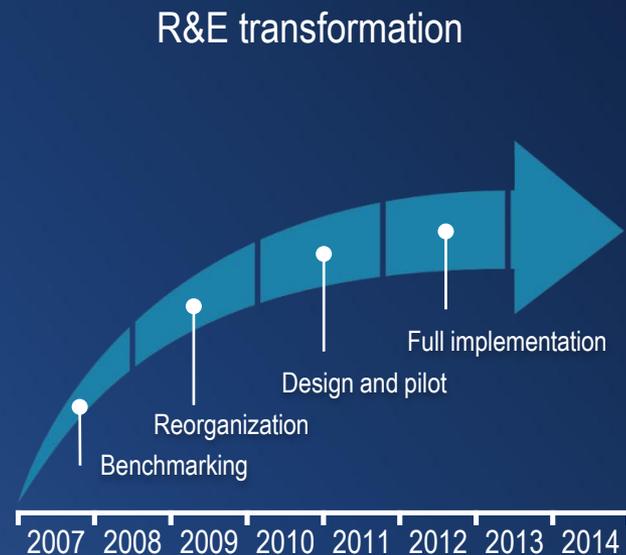
Optimizing the support platform and leveraging scale



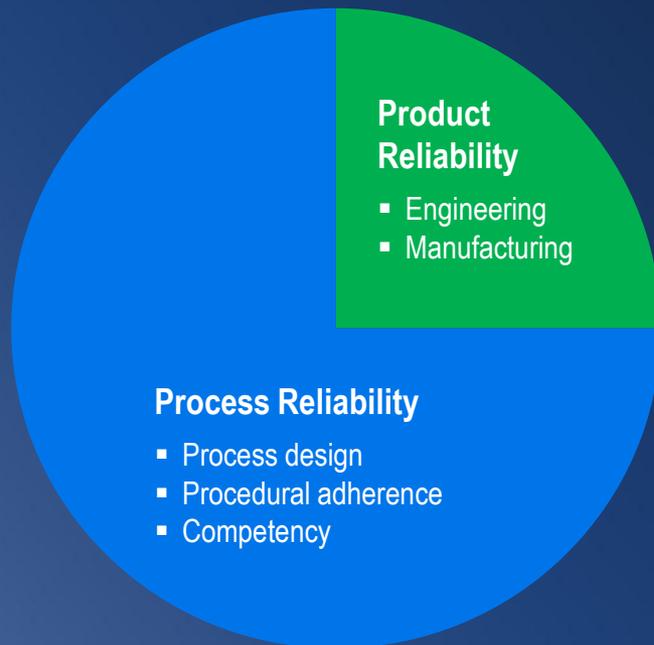
Aligning technical and commercial interests across the E&P value chain

Technology

- Increasing rate of innovation
- Shortening time to market
- Improving product performance



Principal Causes of Customer Nonproductive Time



“...our key challenges are around developing systematic and repeatable processes...”

“...there is an influx of inexperience in the industry...it is important to eliminate shortcuts being taken in our operations...”

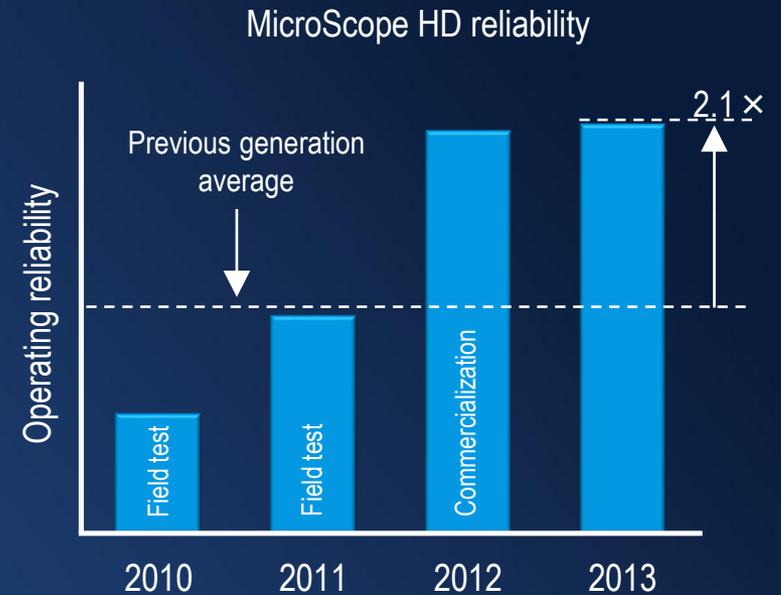
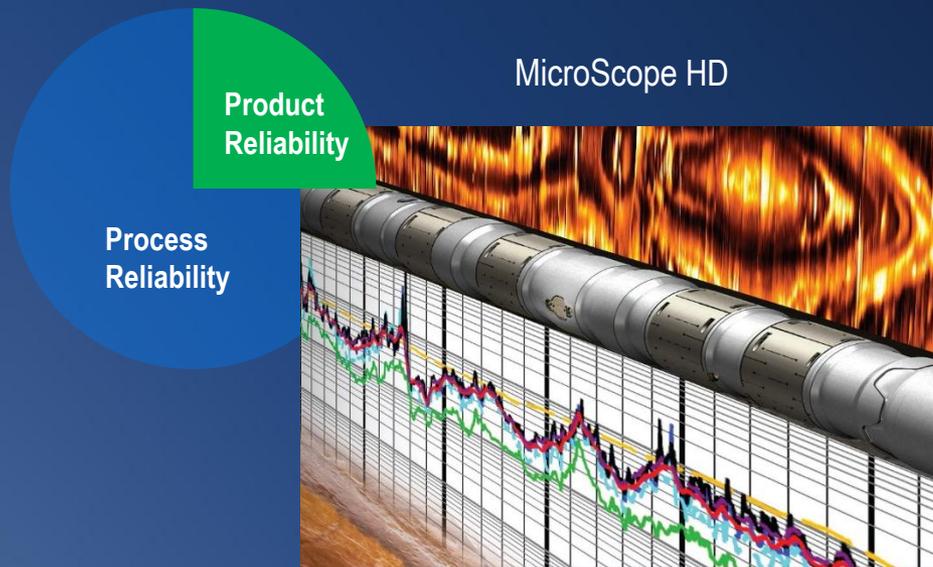
“...changing the conversation from delivering safe operations to delivering perfect operations...”

Comments from major customers

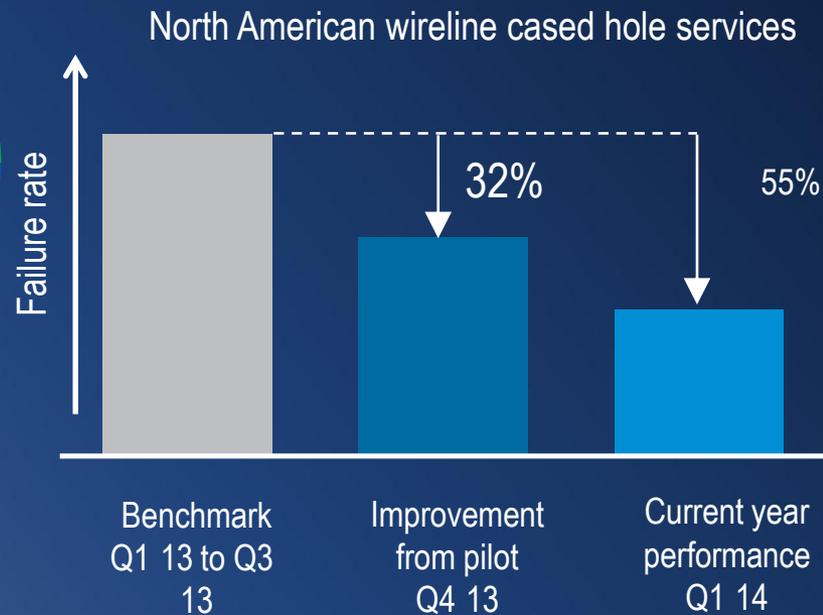
Product Reliability – Manufacturing



Product Reliability – Out-of-the-Box Performance



Process Reliability – Procedural Adherence



Process Reliability – Competency



Questions?