



FIRST TIME RIGHT.everytime

No Defect Training Courses - 2026



Industry - Oil and Gas

Location of Asset - Onshore and Offshore

Facility - FPSO, Gathering Stations, LNG Terminals, Oil Refineries, Petrochemical Plants, Pipelines, Production Platforms and Plants, Storage Terminals, Tank Farms

Course Venue - Online and Customer Locations

Course Dates - On Request

Fees - To be Discussed and Agreed with the Customer

Certification - Certificate of Completion

THE COURSE

This course is a structured capability-building program designed to lift Quality, reduce rework, and strengthen execution discipline across projects, operations and maintenance environments. Built on decades of global experience in Quality, Inspection, Integrity, frontline execution, the course provides a clear, progressive pathway that develops people from basic awareness through to technical mastery and leadership influence.

FTR (FIRST TIME RIGHT) is more than a training module; it is an operating philosophy. It embeds the mindset, behaviours, and technical standards required to deliver work safely, efficiently, and correctly the first time. By aligning people, processes, and expectations, the FTR course helps organisations build a workforce that is confident, competent, and consistently capable of delivering high Quality outcomes.

The course is structured around four progressive levels:

- **L1 - Awareness.** Establishes foundational understanding of FTR principles and why Quality matters,
- **L2 - Knowledge.** Builds discipline specific technical understanding, standards, and requirements,
- **L3 - Skill.** Develops expertise to execute work to required standards,
- **L4 - Mastery.** Equips engineers, SMEs, and technical authorities to embed FTR into culture, systems, and decision making. This is where we Train the Trainer.

Each level is designed to be practical, relevant, and immediately applicable to real work environments. The program blends technical content, behavioural expectations, and simulate field ready tools to ensure participants not only learn the principles but can apply them consistently.

The result is a workforce aligned around a common standard of excellence, one that reduces rework, strengthens safety, improves productivity, and enhances organisational reputation. FTR creates a culture where Quality is not Inspected at the end but built in from the start.

INSTRUCTOR and INTRODUCTION

Carl Pineaha, Founder & CEO of **CBPQC Pty Ltd** and **First Time Right**, brings 27 years of Oil and Gas experience, including 12 years in LNG and 17 years applying First Time Right methodologies. He holds multiple professional qualifications, including a BSc in Engineering Management, several industry diplomas, and the A1 Assessor qualification 'Assessing Candidates Using a Range of Methods' awarded by EMTA Awards Limited.

CBPQC Pty Ltd is a specialist Quality consultancy dedicated to helping organisations deliver safe, compliant, and defect-free outcomes FIRST TIME RIGHT.everytime.

FTR aligns seamlessly with the world's most widely adopted Quality, engineering, and asset Integrity standards. These standards define *what* good looks like and FTR ensures it is *executed correctly the first time*.

These standards, at a minimum, include the following:

- API Standards, ASME Codes, AWS Standards, ISO 10005 - Guidelines for Quality Plans, ISO 10006 - Guidelines for Quality Management in Projects, ISO 10007 - Guidelines for Configuration Management, ISO 14224 - Petroleum, Petrochemical and Natural Gas Industries - Collection and Exchange of Reliability and Maintenance Data for Equipment, ISO 21500 - Guidance on Project Management, ISO 31000 - Risk Management Guidelines, ISO 55000 - Asset Management, and ISO 9001 - Quality Management Systems.

Carl has delivered training programs for leading global operators, including Chevron (Minas, Indonesia), Sakhalin Energy, and INPEX Australia, strengthening workforce capability and elevating operational performance across their assets.

At **CBPQC Pty Ltd**, our mission: guide, support, and enable your people to deliver FIRST TIME RIGHT.everytime.

Contact **CBPQC Pty Ltd** for further details of training and fees either by phone, email, or scanning the QR code below.

Quality Elevates when it Becomes a Habit

Quality Directs The Right Work, The Right Way...Everytime

Quality Is Maintenance Today = Safe Reliable Production Tomorrow

CBP QUALITY CONSULTANT PROPRIETARY LIMITED

Phone: +61412194143

Email: cpineaha@gmail.com

<https://www.qualityconsultantcbp.com/>



CONTACT PERSON

Carl Pineaha

Gold Coast - Queensland

Australia

QR CODE

Scan for 'First Time Right' Training



WHO WOULD BENEFIT FROM THIS COURSE?

Trades and Technicians: Level 1 - Awareness

- Clear understanding of what ‘good’ looks like, stronger discipline in following procedures and standards, reduced rework and time pressure, increased pride and professionalism in their craft, better communication with supervisors and planners.

FTR gives them the confidence and capability to deliver work correctly the first time.

Leadership: Level 1 - Awareness

- Higher schedule certainty, reduced cost of rework and delays, stronger risk management and barrier thinking, better alignment across contractors and internal teams, a culture of accountability and professionalism.

FTR becomes a leadership tool for predictable delivery.

Contractors, Vendors and Suppliers: Level 1 - Awareness

- Clear expectations for Quality and readiness, fewer disputes, delays, and rework cycles, stronger integration with the asset owner’s standards, improved reputation and repeat business.

FTR creates a shared language of Quality across the supply chain.

New Hires, Graduates and Development Talent: Level 2 - Knowledge

- Rapid understanding of expectations, early adoption of Quality first behaviours, stronger technical confidence, reduced onboarding time.

FTR accelerates their journey from awareness to capability.

Supervisors, Leads and Coordinators: Level 3 - Skill

- Improved planning and work preparation, better coaching conversations with their teams, stronger control of Quality at the point of execution, fewer surprises during work activities, ability to identify and remove barriers before work starts.

They become the ‘Quality Gatekeepers’ who set the tone for execution discipline.

Quality and Inspection: Level 3 - Skill

- A consistent framework for assessing readiness and Quality, reduced volume of NCRs, punch items, and rework loops, stronger collaboration with engineering and operations, clearer expectations for verification and hold points.

FTR amplifies their impact by embedding Quality upstream.

Engineers, Subject Matter Experts and Technical Authorities: Level 4 - Mastery

- Better translation of standards into practical, executable work, improved work packs, drawings, and technical instructions, fewer technical errors reaching the field, stronger alignment between engineering intent and field execution, more predictable outcomes in high risk or complex tasks.

FTR strengthens the bridge between engineering, planning, and execution.

COURSE OBJECTIVES



1. Build a Quality first mindset,
2. Strengthen procedural discipline,
3. Improve risk awareness and decision making,
4. Enhance technical accuracy and competency,
5. Reduce rework and inefficiency,
6. Improve communication and collaboration,
7. Build coaching and leadership capability,
8. Embed continuous improvement,
9. Align workforce capability to organisational standards.

COURSE CONTENT

Level 1 - Awareness	Level 2 - Knowledge	Level 3 - Skill	Level 4 - Mastery
Curriculum			
1. First Time Right & Quality Overview 2. Objective Areas & Focus Points 3. Objective Coordinator & Champion 4. Workpacks, ITRs, ITFs, ITPs 5. Perform Verifications 6. Completions, Commission & Startup 7. Quality Cards & Quality Rounds 8. CAPAI 9. Digitalisation 10. Lessons Learned & Continuous Improvement 11. Communication 12. Meetings 13. Report First Time Right & Quality	1. First Time Right & Quality Overview 2. Quality Assurance & Quality Control 3. Objective Areas & Focus Points 4. Leading & Key Performance Indicators 5. Flawlisting 6. Objective Coordinator & Champion 7. Workpacks, ITRs, ITFs, ITPs 8. Perform Inspections 9. Perform Validations 10. Completions, Commission & Startup 11. Quality Cards & Quality Rounds 12. Non-Conformances 13. Raising of CAPAI 14. Digitalisation 15. Lessons Learned & Continuous Improvement 16. Communication 17. Meetings 18. Report First Time Right & Quality	1. First Time Right & Quality Overview 2. Quality Assurance & Quality Control 3. Integrated Quality Management Plan 4. Scope Selection 5. Risk Identification 6. Objective Areas & Focus Points 7. Leading & Key Performance Indicators 8. Flawlisting 9. Objective Coordinator & Champion 10. Overarching Quality Activity 11. Workpacks, ITRs, ITFs, ITPs 12. Coordinate Inspections 13. Coordinate Verifications & Validations 14. Completions, Commission & Startup 15. Audit & Readiness Assessments 16. Quality Cards & Quality Rounds 17. Non-Conformances 18. Quality Events & Alerts 19. Investigations 20. Review of CAPAI 21. Digitalisation 22. Lessons Learned & Continuous Improvement 23. Communication 24. Daily Progress and Scope Meetings 25. Report First Time Right & Quality	1. First Time Right & Quality Overview 2. Quality Assurance & Quality Control 3. Develop Integrated Quality Management Plan 4. Scope Identification and Selection 5. Risk Identification 6. Objective Areas & Focus Points 7. Leading & Key Performance Indicators 8. Flawlisting 9. Objective Coordinator & Champion 10. Overarching Quality Activity 11. Workpacks, ITRs, ITFs, ITPs 12. Manage Inspections 13. Manage Verifications & Validations 14. Completions, Commission & Startup 15. Audit & Readiness Assessments 16. Quality Cards & Quality Rounds 17. Non-Conformances 18. Quality Events & Alerts 19. Perform Investigations 20. Approving of CAPAI 21. Digitalisation 22. Lessons Learned & Continuous Improvement 23. Communication 24. Attending Leadership Meetings 25. Report First Time Right & Quality 26. FTR Trainer - Mastery level who will train personnel including contactors, suppliers and vendors. This topic requires 1 day which will include scenarios
Note 1. Topics can be added to the curriculum tailored to meet customer requirements			

TRAINING FRAMEWORK

Level 1 - Awareness	Level 2 - Knowledge	Level 3 - Skill	Level 4 - Mastery
1 Hour: Online	½ Day: Online or F2F	3 Days: F2F	5 Days: F2F
Train the Trainee	Train the Trainee	Train the Trainee	Train the Trainer

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