



Technical Procedure Writer Certification Course

April 12—16, 2010
Orlando, Florida

Risk-Based Managed
Solutions To Improve
Safety, Quality &



ALL INCLUSIVE!

This instruction is inclusive of all required areas associated with the industry standard and industry best practices:

- **Technical Procedure Writing** (format and writing methodology), identifying and applying essential human performance factors and effective communication techniques.
- **Writing Methodology** (content focus), instructs on writing styles, techniques, and tools used during development/authoring of procedures that provide human factored direction to a minimally qualified individual.
- **Procedure Change Process** instructs on the 7 required parts of the industry standard procedure change process.

Additional Topics:

- Procedure Program - 101
- Defining a Procedure
- Procedure Use and Adherence
- Conservative Decision

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What is Technical Procedure Writer Certification?

The Technical Procedure Writer Certification course presented by **Procedure Solutions Management, LLC** has been redesigned to include Procedure Professionals Association (PPA) (www.ppaweb.org) material. The two PPA certified instructors present 32 to 40 hours of interactive classroom and computer lab instruction specifically designed to create or enhance an individual's skills in the development of human-factored technical procedure writing using the latest industry best practices and standards. The primary instructor is an enthusiastic industry leader with over 28 years of experience who worked with or lead the teams that developed these industry standards. At the conclusion of the course, the student is required to create a human-factored, technically correct, full-length procedure from a detailed lab exercise containing engineering and discussion material similar to what is encountered with SMEs, operations or engineering staff. Once complete, a certificate is issued attesting to the completion of the course and successful demonstration of the skills required for certification. In addition, a PPA writer certification exam can be administered for an additional \$100 fee paid directly to PPA.

Who should attend? We have successfully taught over 100 experienced and novice students from the nuclear, fossil, transmission and distribution, DOE, and manufacturing industries! The course is independent of your level of experience or the industry with which you are associated. It is designed to greatly enhance the skills of the very experienced writers while increasing the knowledge of those with new or developing skills.

- Industry procedure writers (New or Experienced) looking to enhance their knowledge level of industry standards to improve their skills and techniques.
- Technical, craft, and professional personnel who edit, review, approve, or manage procedures.
- Management level personnel responsible for procedure upgrade projects or the maintenance of procedures.
- Technical document writers who seek to expand their knowledge of human factored procedure development.
- Personnel seeking to shift career fields interested in developing procedures in their area of expertise.

4 or 5 Day Option: Based on student feedback, we have added a new fifth day option that provides an additional 8 hours of computer lab time and one-to-one with the instructors to complete the assignment.

Easy Payment Options! The cost is **\$875** per participant for the 4 or 5 day option. *No interest installment payment options available upon request.*

Location: Sand Lake Center, 2411 Sand Lake Road, Orlando, FL

See www.proceduresolutionsmgmt.com, click on downloads for further details and registration!

Course Information

We are excited to present this course in a combination of classroom and computer lab setting with hands-on practical exercises working as a group to facilitate the learning experience. As a class each participant will build a best practice procedure in a step-by-step manner with each step and best practice fully discussed and demonstrated to ensure understanding. Although the course focus is technical procedure writing, supporting topics are also provided to ensure the student develops and understands the skills required to be an effective technical procedure writer. The instruction includes:

Technical Procedure Writing – (Format and Writing Methodology) Identifying and applying essential human performance factors and effective communication techniques to ensure consistent end-user procedure performance resulting in higher levels of safety, quality, and production.

Format instruction (procedure structure) will provide the attributes necessary for the design and arrangement of procedure pages and other elements to facilitate end-user human performance. For example:

- Page arrangement and design
- Identification of Changes
- Procedure Designation
- Arrangement and design of notes, cautions and warnings, conditional steps, sign-offs, placekeeping, etc.
- Fonts
- Supporting Information
- Structure/Sections
- Numbering Schemes
- Attachments and Appendices

Writing Methodology - (Content) instructs on writing styles, techniques, and tools used during the development/authoring of procedures that provide human factored direction to a minimum qualified individual in a consistent manner to ensure successful task performance. For example:

- Emphasis (bolding, underlining, etc.)
- Numerals, Symbols, Units or Measure Tolerances
- Writing Details (commitment identification, notes, cautions, warnings, conditionals, referencing,
- Terminology
- Graphs, Figures, Tables, Equations
- Level of Detail (Qualification Level of User, Complexity of Task, Frequency, consequence, consistency)

Procedure Change Process – Understanding the 7 components essential for an effective procedure change process regardless of the industry and the responsibilities of the procedure writer.

- Evaluate Request for New or Revised Procedure
- Plan Procedure Development
- Research Request(s)/Develop Procedure Draft
- Review Procedure Draft
- Approve Procedure
- Implement Change Management Plan
- Issue Procedure for Use

Additional Topics:

- Procedure Program 101 – Procedure program structure and elements.
- Defining a Procedure – Understanding the qualities that define a document as a procedure versus an instruction, guideline, or other documents as they relate to improving human performance.
- Procedure Use and Adherence – Understanding Procedure Use and Adherence requirements and how these requirements impact the development of human factored procedures.
- Conservative Decision Making – Understanding how conservative decision making is an integral part of effective human factored procedure development.

NOTE: PSM is committed to your success and, as such, when the course of instruction is complete our support does not stop. Included in your registration is our company as a resource to you while you continue to expand on your skills along with joining a network of procedure writers certified through our company.

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