

Procedure Number: SAMPLE-001	Revision: Revision 2.5
Procedure Title: Example Procedure Name	

Checklist Items	Yes	No	N/A
Procedure Organization and Format			
1. Does the procedure have a unique and permanently assigned number that is in accordance with approved guidelines?			
2. Does the procedure title accurately describe the intended task?			
3. Are the following items included on each page of the procedure: <ul style="list-style-type: none"> • Procedure number and title • Date of issue • Revision number • Page number • Facility/Unit Number (if applicable) 			
4. Are spaces provided for approval signatures?			
5. Is the type style used easy to read?			
6. Is the font size appropriate for easy reading?			
7. Are procedures typed in both upper and lower case letters for easier reading?			
8. Are graphics, illustrations and tables clear and legible?			
9. Are titles on graphics and illustrations correct?			
10. Are Notes, Cautions and Warnings located immediately prior to and on the same page as the applicable step?			
11. Is the section numbering (including sub-section and steps) correct and in accordance with facility guidance?			
12. Is the page layout consistent with facility guidance?			
13. Is the page layout consistent with similar procedures?			
14. Are changes to content or structure easy to make without effecting overall procedure formatting.			
15. Are formatting techniques consistently applied and technically consistent (e.g. use mixture of auto-numbering and hard-coded numbering)			
Written Consistency			
1. Are abbreviations, acronyms and symbols used correctly and consistently, in accordance with facility standards and guidelines?			
2. All words in the document are correctly spelled, (i.e., there are no spelling errors)?			
3. Is proper punctuation and hyphenation used according to facility guidance?			
4. Is nomenclature in the procedure and attachments consistent?			
5. Is the language used in the procedure clear and non-redundant?			

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6. Are all action verbs permitted by facility guidance?			
7. Is there one action per step?			
8. Are steps short and concise?			
9. Do the steps clearly identify the action to be taken?			
10. Is use of conditional statements (IF-THEN) limited, properly applied, and in accordance with facility guidance?			
11. Is sentence structure and word usage consistent throughout the procedure?			
Procedure Content			
1. Is the purpose, objective or intent of the procedure clearly identified?			
2. Is the skill level necessary to perform the procedure clearly identified?			
3. Are the conditions that must be met prior to performing the procedure clearly identified?			
4. Are steps that must be performed in a fixed sequence clearly identified?			
5. Are Notes, Cautions or Warning statements clearly distinguishable from the action step?			
6. Are conditional statements easy to understand?			
7. Are the instructions written for one primary user?			
8. Are appropriate sign-off blocks provided for performing the step or for independent verification, when required?			
9. Are the multiple actions in a single action step listed, rather than embedded in a sentence?			
10. Is there sufficient space or forms for clearly documenting calculations and recording results?			
11. If more than one person is required to perform a procedure, is the procedure written for the person responsible for coordinating the activity?			
12. Are acceptance criteria and limits clearly expressed in quantitative terms?			
13. Are acceptance criteria units and precision consistent with the instrument used to determine compliance?			
14. Is the level of detail appropriate for the intended user?			
15. Are references to illustrations properly and consistently identified throughout the procedure?			
16. Does the procedure contain all information necessary to perform an activity (i.e., doesn't refer to other procedures)?			

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17. Are necessary PPE, special tools and equipment identified in the procedure?			
18. Does the procedure identify appropriate action to be taken in the event of a problem?			
19. Are procedure commitments clearly identified?			

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Item	Discussion
<p>Layout</p>	<p>Layout provides structure to a procedure. Consistent layout:</p> <ul style="list-style-type: none"> • Simplifies extensive information by breaking it into logical and meaningful parts, such as introductory material, sections, and attachments. • Allows users to navigate a procedure quickly and effectively. • Provides a standard appearance for easy recognition as a procedure. • Incorporates basic, essential information in headers and footers.
<p>Content</p>	<p>Content is the core of any procedure. Effective content contains:</p> <ul style="list-style-type: none"> • Clear and concise statements directing the user on how to complete a task. • Active verbs and up-to-date descriptions. • Technical accuracy reviewed by Subject Matter Experts. • Cautions, Warnings, and Notes defined by icons and formatting. • Supporting materials, such as operational limits, logic diagrams, PD&I Figures, and photographs.
<p>Human Factors</p>	<p>Human factors consider worker experience, education, and language differences. Well written procedures address human factors such as:</p> <ul style="list-style-type: none"> • Reading level focused at the 6th to 8th grade. • In-field decisions avoided to eliminate vague instructions that require interpretation, such as the phrase ‘if necessary’. • Language differences, especially in global industries, minimized by using simple, direct wording. • Field-friendly formats, whether digital or hardcopy, used to account for difficult work conditions or impairments of users.
<p>Regulatory Compliance</p>	<p>Regulatory agencies provide oversight of approved procedures. Agencies require compliance with issues such as:</p> <ul style="list-style-type: none"> • Human Health, Safety, and Environmental (HHSE) requirements defined clearly as are actions required to meet requirements. • Periodic review and recertification tracking within the body of the procedure. • Signature and date blocks to validate approval of procedure. • Step-by-Step signoffs which hold users accountability for tasks.
<p>Technology</p>	<p>Technology is the tool that effectively produces and manages procedure change over time. State-of-art software reduces costs and creates efficiency with tools such as:</p> <ul style="list-style-type: none"> • SAM (Step Analyzer Module) reviews language patterns to ensure direct, easily readable tasks. • Database framework versus hard-coded programs allow for writers to easily identify and modify thousands of procedures through global changes. • Search engines quickly locate procedures by facility area, worker role, or other user defined fields. • Computer Based Training (CBT) integrates procedure data into training modules to simplify worker testing. • Control mechanisms ‘lock down’ information to prevent unintended changes from occurring. • Flexible formats (FlexViews) produce procedures in hardcopy or electronic formats to improve user access.

PROCEDURE EVALUATION FORM – SCORING GUIDELINES

KEY	
SCORE	DESCRIPTION
1	Excellent. Best practices and industry standards are in use for this item.
2	Fair. Some violations found. Somewhat consistent. Passable coverage and formatting; could use improvement
3	High Risk. Major violations or completely missing from the procedure. Inconsistent, accessibility issues, poor coverage or format, poor usage or management

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PROCEDURE EVALUATION FORM

Company:	Sample Company	Reviewer:	John Doe	
Location:	Houston	Review Date:	8/18/2015	
Procedure Title:	Sample Procedure Title	Procedure Number:	SAMPLE-001	
Procedure Type:		Revision #:		
Category	Item	Grade	Factors	Notes
Layout	Footer/Header Information		<input type="checkbox"/> Titles/Headers clearly defined. <input type="checkbox"/> Pertinent information present. <input type="checkbox"/> Secondary page headers simple.	
	Organization / Structure		<input type="checkbox"/> Numbered/organized structure. <input type="checkbox"/> Distinct section/subsection headers. <input type="checkbox"/> Appropriate information breaks with no 'orphans'. <input type="checkbox"/> Icons/colors used appropriately.	
Content	Clear/Concise Language		<input type="checkbox"/> Action words at start of steps. <input type="checkbox"/> Excludes long steps with multiple actions. <input type="checkbox"/> Distinct action, caution, information step types.	
	Smart Procedure / SAM Score		<input type="checkbox"/> SAM Score < 50 (Low level of high risk violations).	
Human Factors	Reading Level		<input type="checkbox"/> Desired Score = 6 to 8th grade level.	
	In-field Decision		<input type="checkbox"/> No vague words present, i.e. '-as necessary'. <input type="checkbox"/> Operating Limits available within procedure. <input type="checkbox"/> Appropriate roles and authorities defined.	
	Worker Usability		<input type="checkbox"/> Formatted for field use. <input type="checkbox"/> Font size/type appropriate for vision impaired.	
	Accessibility		<input type="checkbox"/> Available in multiple formats (i.e.-paper/electronic).	
Regulatory Compliance	Health and Safety		<input type="checkbox"/> Caution statements clearly defined by icon. <input type="checkbox"/> Safety equipment specifically defined. <input type="checkbox"/> MSDS specifically defined and referenced.	
	Review / Recertification		<input type="checkbox"/> Clearly defined review/recertification block. <input type="checkbox"/> Current signatures and dates.	
	Sign-Off / Accountability		<input type="checkbox"/> Step-by-step signoffs compliant with regulations.	
Technology	Data Usability		<input type="checkbox"/> Procedure data collected on forms easily retrievable. <input type="checkbox"/> Flexible and modifiable output. <input type="checkbox"/> Available on mobile platforms.	
	Ease of Change		<input type="checkbox"/> Contains data elements and intelligent associations. <input type="checkbox"/> Global change can be made across procedures. <input type="checkbox"/> Scalable to needs of growing industry.	
Procedure Score	13: Procedure minimizes risk to worker and likely complies with regulatory standards. Represents state of art in procedure preparation.			
	14-26: Procedure presents risk to worker safety through deficiencies as described above. Improvements to layout, content and usability will greatly increase health and safety.			
	26-39: High risk to worker safety. Procedure does not meet minimum standard for procedure preparation. Workers or operators with limited experience will have difficulty interpreting and completing tasks defined within the procedure.			