



AGENDA

3-Day Procedure Writer's Workshop

8:00 a.m. – 5:00 p.m.

Attendees: Client
Procedure Writers

ATR, Inc.

Day One

8:00 a.m. – 8:30 a.m.

Introduction

Why Procedures
What Procedures Can and Cannot Do

8:30 a.m. – 11:00 a.m.

Procedure Task Analysis

Process Modeling
Job-Task Analysis
Front End Analysis
JTA Practical Exercise

11:00 a.m. – 12:00 p.m.

Procedure Types

Administrative Procedures
Operations Procedures
Maintenance Procedures

12:00 p.m. – 1:00 p.m.

Lunch

1:00 p.m. – 5:00 p.m.

Procedure Format Sections

Front Matter
Introduction Section
References
Definitions
Responsibilities
Instructions
Records
Precautions and Limitations
Prerequisites
Equipment Needs
Testing
Follow-on Actions

Day Two

8:00 a.m. – 11:00 a.m.

Basic Technical Writing Skills

Brainstorming
Outlining
Flowcharting
Writing Instructional Steps
Procedure Steps and Step Numbering
Notes and Cautions
Branching
Readability

11:00 a.m. – 12:00 p.m.

Human Factor Engineering in Procedures

Human Factor Techniques
Cover Page Considerations

12:00 p.m. – 1:00 p.m.

Lunch

1:00 p.m. – 3:00 p.m.

Human Factor Engineering in Procedures (Continued)

Format Considerations
Illustrations
Drawings
Flowcharts
Line Graphs
Tables

3:00 p.m. – 5:00 p.m.

Human Error Reduction in Procedures

Introduction to Human Performance Engineering
Human Error Precursors
Challenges
Countermeasures
Examples

Day Three

8:00 a.m. – 10:00 a.m. Human Error Reduction in Procedures (Continued)

Introduction to Human Performance Engineering
Human Error Precursors
Challenges
Countermeasures
Examples

10:00 a.m. – 12:00 p.m. Procedure Review

Procedure Content and Layout
Human Error Precursors
Human Factor Considerations

12:00 p.m. – 1:00 p.m. Lunch

1:00 p.m. – 3:00 p.m. Procedure Review (Continued)

Procedure Content and Layout
Human Error Precursors
Human Factor Considerations

3:00 p.m. – 5:00 p.m. Wrap-Up and Critique

Identified Issues
Formulate Action Plan
Writing Tool Configuration
