AGENDA

3-Day Procedure Writer's Workshop

8:00 a.m. – 5:00 p.m.

Attendees:

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