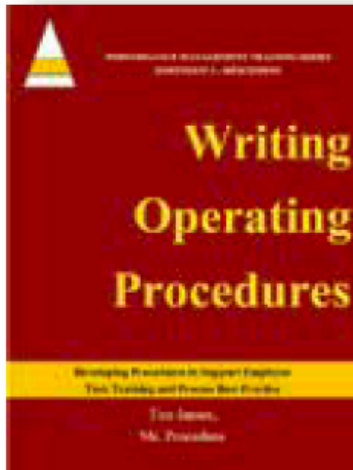


Writing Operating Procedures: Developing Procedures to Support Employee Task Training and Process Best Practice

C. T. James; "Mr. Procedure". 2012. Upland, CA: Mr. Procedure Productions. [147 pages. Free upon request (PDF).]



Writing Operating Procedures: Developing Procedures to Support Employee Task Training and Process Best Practice prepares process analysts and writers with varying levels of experience and expertise for success with procedures. James presents this work to explain how procedures can be created for use in training and everyday use as

part of a process. Written in an expository style—there are even quizzes—*Writing Operating Procedures* is an excellent work of the concise, yet illustrative, narrative writing seen in the very best procedures themselves. Indeed, the book itself is a darned good example of how to teach someone to do something.

James begins with two of the most often overlooked aspects of procedures: Purpose and Scope, and then moves on to explaining the relationships and roles of policy, work instructions, procedures, and records. He includes two thought-provoking illustrations of the perceived roles of policy, procedure, work instructions, and records (p. 10). With simple, yet very effective, illustrations to support key points, *Writing Operating Procedures* then gets down to business and takes us through the process of developing procedures while keeping in mind their purpose and scope.

James also asks us to think about the “place in the organization” each procedure has and repeatedly reminds us to stay true to purpose and scope when considering the structure of our procedures, and again with every sentence we write, with every illustration or photograph, and with each call-out or note. His “Seven Step Training Method” illustrates perfectly that although procedures have an important role, (indeed, they are step one of seven) environment, experience, equipment and hands on training for people also matter very much (p. 110).

The quiz questions at the end of each chapter ask for answers “in your own words” essay style. You can also use these as interview questions or discussion points for process owners, employees, or other subject matter experts. James includes two appendices: one with guidance on formatting with good style, and one on the activities associated with procedure development.

Overall, *Writing Operating Procedures* is a complete resource for new through mid-level procedure writers and policy analysts working everywhere, but especially those working in manufacturing, production, or process dense environments. I do think, however, that effective procedures are more complicated than just using color, emphasizing text, and adding illustrations. I would have liked for James to have included more discussion on the procedure life cycle, especially the approvals and the change process.