

Procedure Writing

Compliance Advisory Services

One of the most important components for system reliability is writing and implementing effective procedures. Writing procedures is not easy – it takes time and effort to make sure they cover the appropriate activities and help prevent issues that could escalate.

It is important to take the time to develop procedures that are:

- Clearly written – quickly and easily understood
- Validated – have buy in at all levels

Once procedures are written, you need effective training to make sure they are followed correctly. Even the best-written procedures can fail if employees do not have the understanding to execute them correctly.

SOS possesses the unique combination of procedure writing and training development experience to make sure your procedures help you maintain reliability. Through our experience in developing procedures to meet NERC requirements or just to ensure actions are completed correctly, we will assist you in developing or updating your process documentation to provide consistency and stability.

Some of the ways SOS has helped clients include:

- Developing pro forma procedures in anticipation of Transmission Operator registration
- Repairing/rewriting procedures that are no longer applicable or useful
- Writing new procedures for renewables such as wind farm operations

After assisting you with procedure development, SOS will help create training to make sure the procedures are clearly understood and properly followed.

SOS has developed procedure training such as:

- Switching and tagging procedures – online and instructor-led training
- Outage management – workbooks
- Operations support personnel – workbooks
- Nomenclature – job aids

To ensure effective procedures, SOS follows these steps:

- Make sure all necessary information is contained – including easy-to-understand naming conventions
- Work with your SMEs to develop clear, specific steps and identify ownership of each step
- Set up internal controls to make sure procedures are reviewed and revised on a consistent basis
- Develop training – workbooks, job aids, online modules – so all employees understand what they need to do

Let SOS help you write new procedures or enhance existing ones, and develop training to ensure your procedure's effectiveness.



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