

## Human Factors in Procedure and Work Instruction Design

### In development : EARLY DRAFT / SOURCE

HPOG Fact Sheet – objective is to create a new, fresh HPOG document that reduces the obvious corporate requirements and distils complicated aviation themes into a concise and readily usable resource.

Simple structure (by left column), reference to HPOG resources (WTTT for example), and takes the best bits from the resources selected (*ProcTopTips*, *Procedural Adaptations* and *Chapter 17: HF in Chemical and Proc Ind*)

*Can we use BP Caspian (Scandipower / LR) as reference?*

*Can you send a copy of what you think a good step-by-step procedure looks like?*

Lot of work but has benefits for other HPOG sections. For sure HPOG needs to land on the basic fundamental elements so it is readily apparent where the learning opportunities are.

CONTENT	HPOG	PROC TOP TIPS	PROC ADAPT CHAPTER	CHAPTER 17
Benefits / Common Failures	Combine Best of WHY PROCS NOT FOLLOWED	Mix and Match from first slide	Interpretations (generic old views vs new views) MisMatches Violations vs compliant behaviour	Common Types of Failures (link to Why Not Followed categories??)
Types of Procedures				Types, common job aids, organizational distinction, business requirement, performance expectations (policy, standard, guideline)
Which Type of Format of Procedures			Linear / predictable / controllable	Deciding format (ie safety critical = step-by-step format) are we following this guidance? (ie if not safety critical, complex, rare, lack experience then checklist, diagram or flow chart may be sufficient??)

Development Process	WTTT			WTTT + WTTT with SME >> HTA, Tabular TA
Sections				
Draft	WTTT			
Presentation		Checklist 1 Procedure Format, Top 20 words	Overdesign learnings	Paper vs HandHeld Layout, Font, Graphics, Format of Numbers, Pull-outs, Alerts etc Grammar, Language
Validate/QA				States obvious. Follow Corporate Requirements
Aproval and Implementation	MoC			
Review / Update	Gap Analysis			
Competency				