

Administrative Manual

Administrative Procedure Development

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1.0 INTRODUCTION

1.1 Purpose

The company requires a documentation program for policies, programs, procedures, and forms that meet the requirements of ISO9000 standards. This document provides development standards for documentation programs.

1.2 Scope

1.2.1 This guideline applies to all offices and facilities except as otherwise defined in contract requirements.

1.2.2 All policies, programs, procedures, and forms will be governed by the requirements and processes of this Guideline. The Guideline includes:

- Identification
- Development
- Review & Comment
- Translation
- Revision

2.0 DEFINITIONS

2.1 Danger – An immediate hazard with a high probability of severe personal injury or death for non-compliant behavior.

2.2 Warning – The presence of hazards or unsafe practices which could result in severe personal injury, death, or severe economic impact.

2.3 Caution – Possible hazards or unsafe practices which could result in minor injury or product/property damage for non-compliant behavior.

2.4 Primary Facility Language – the official language used in day-to-day operation and maintenance of the facility.

3.0 RESPONSIBILITIES

3.1 President, Operations and Maintenance – Implements all corporate policies, programs, procedures, and guidelines. Approves standardized documentation processes.

3.2 Manager, Training & Documentation - Reviews and approves all procedures.

3.3 Quality Manager – Implements control processes (verify, issue, archive, and audit) for all quality-level documentation and records.

3.4 Employees – Implement approved policies, programs, and procedures. Recommend document changes to the Quality Manager. Development and review new and revised procedures as assigned.

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4.0 GUIDELINE

4.1 Administrative Procedures

The development process for policies, programs, and administrative procedures is shown in Figure 1 at the right.

The following are requirements for all procedure development:

- The word “shall” and its equivalents shall be used to indicate a requirement; “should” for recommendations; and “may” for permission.
- Caution, Warning, and Danger notices shall be visually distinct and precede the applicable step or section.
- Background information or clarification for action steps shall follow the applicable step as a note if inclusion is necessary.
- Numbering shall be used when the sequence is a requirement. Lists may be used when sequence is unimportant.
- Excessive skipping via referenced sections or procedures should be avoided.
- Acronyms and references shall be fully identified at first appearance in a document and in subsequent entries that could be misinterpreted.
- Technical terminology using common English words/acronyms should not be translated.
- All labels/indications called out in procedures shall replicate actual labels/indications.
- References called out in the procedure shall not include the revision number unless a version other than the most recent available is to be specified.

4.1.1 Identification

1. **DRAFT** the document purpose and scope.
 - **Purpose** – defining the intent and objective(s) of the procedure.
 - **Scope** – delineating the boundaries of applicability.
2. **DEFINE** the document title in concise, clear terms.
3. **IDENTIFY** the applicable section for the procedure from the following:
 - ADM Administration
 - CON Construction
 - SUP Startup
 - MOB Mobilization
 - OME Operations, Maintenance, and Engineering
 - MSC Miscellaneous

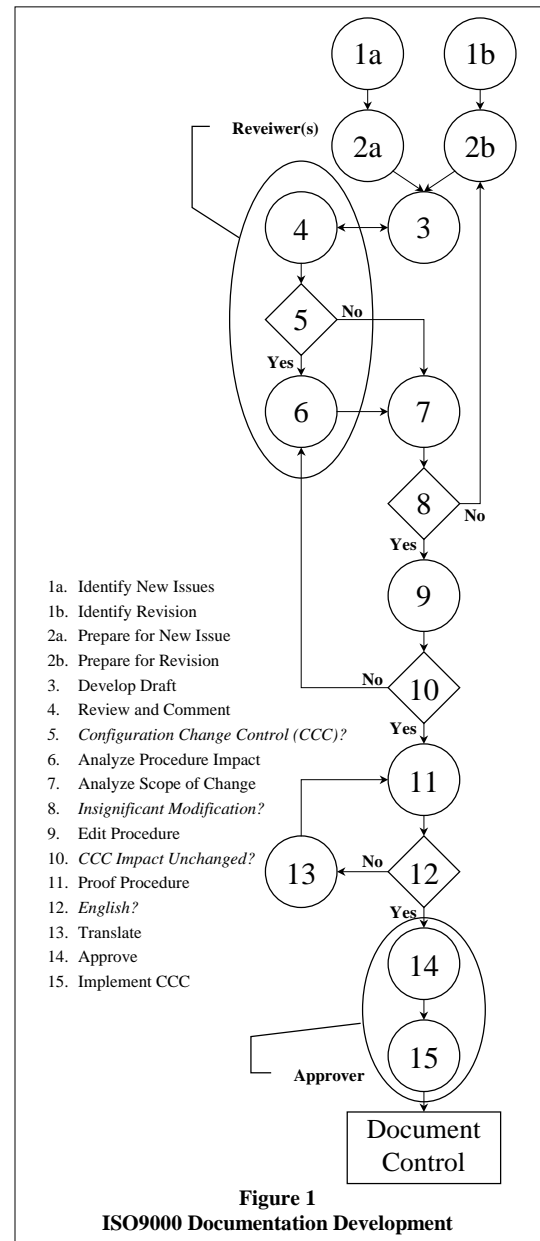


Figure 1

ISO9000 Documentation Development

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4. **REGISTER** the identified procedure as the next available number in the Procedure Index as - **yyy-zzz-aabb** where:

- yyy = Section
- zzz = Sequential procedure number
- aa = Sequential revision number
- bb = Language designator (e.g., en, sp, pt)

Examples:

ADM-001-00en = the initial revision of the first procedure (English) under Administration

OME-010-04sp = the fourth revision of the tenth procedure (Spanish) for Operations, Maintenance, and Engineering

5. **SCHEDULE** the procedure development effort.

4.1.2 Development

Note:

All procedures should be drafted in the primary facility language.

1. **ANALYZE** the following to determine procedure development requirements:
 - Initiating cue (reason, requirement)
 - Intended end-user (knowledge, skill, and abilities)
 - Use environment
 - *Activity Frequency, Difficulty, and Criticality.*
2. **ASSEMBLE** resource information.
3. **OUTLINE** or **MAP** the process(es) included in the procedure purpose and scope.
4. **OPEN** a **New** document using the appropriate template for administrative programs and procedures.
 - ADM-ENen; Administrative; 8½×11; English
 - ADM-A4en; Administrative; A4; English
 - ADM-ENsp; Administrative; 8½×11; Spanish
 - ADM-A4sp; Administrative; A4; Spanish
 - ADM-A4pt; Administrative; A4; Portuguese (Brazilian)
5. **SAVE** the file as a document using the complete procedure number reserved in section 4.1.1, step 4, using the next sequential revision number.
6. **MODIFY** the procedure baseline information.
 - Change the Manual title in the cover page header.
 - Enter the procedure title and number in all subsequent headers.
 - Enter the document file name and revision number and date in all footers.
7. **If** revising the procedure, **then** **CLEAR** the existing revision bars in the document.

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Note:

Styles included in the template should be used for all routine text entries. New styles should be created for all special requirements.

8. **DRAFT** the procedure or revision to achieve the defined purpose and to encompass the identified scope, including the following sections:
 - **1.1 Purpose:** defines the intent and objective(s) of the procedure
 - **1.2 Scope:** delineates the boundaries of applicability.
 - **2.0 DEFINITIONS** – defines obtuse terminology, infrequently used technical expressions, and non-standard terms.
 - **3.0 RESPONSIBILITIES** – assigns and identifies culpability for the document and activities identified in the document.
 - **4.0 GUIDELINE** – provides all program information and activity direction.
 - **5.0 REFERENCES** – lists by number and title all published resource materials and other documents referenced by the guideline/procedure (including forms).
 - **6.0 APPENDICES** – lists additional information needed to perform activities identified in the guideline/procedure having scope, format, or physical size too large to appear in section 4.0 of the procedure. Appendices shall be maintained as independent documents and kept in a separate Appendix volume.

Note:

Documents that have their own unique document control number should be called out as a reference by number and title in the procedure and not appear as appendices.

9. **TEST** the procedure to verify its effectiveness using someone meeting the baseline qualifications of the target user.
10. **MARK** the revised portions of the procedure with a revision bar in the right margin (not required for new procedures or complete rewrites or editorial corrections).

4.1.3 Review and Comment

1. **LIST** all groups and persons with a need to review and comment on the draft procedure.
2. **DETERMINE** a due date for receipt of all comments.
3. **ATTACH** a Configuration Change Control form of the appropriate language for any of the following included in review and comment distribution:
 - Operations
 - Maintenance
 - Engineering
 - Safety
 - Environmental
 - Training
 - Human Resources
 - Quality

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4. **DISTRIBUTE** the draft with a Document Review and Comment form of the appropriate language attached with the following completed:
 - Procedure number, title, and revision
 - Routing (check or add the appropriate entities by department/group, title, or name)
 - Developer name, contact information, and due date
5. (Reviewer) **COMPLETE** the following actions:
 - a. **RECORD** all comments in the right column of a Document Review and Comment form.

Note:

Technical questions or comments that preclude continuing the review should be clarified with the developer immediately to avoid delays. Editorial remarks should be made directly in the procedure.

- b. **ANALYZE** the draft procedure per ADM-002, Configuration Change Control (if applicable).
- c. **RECORD** the Reviewer name, title, and contact information on the Review and Comment form.
- d. **SIGN/DATE** the Review and Comment form.
- e. **FORWARD** the procedure markup, Review and Comment form, and Configuration Change Control form (if applicable) to the Developer no later than the due date indicated in the transmittal.

Note:

Comments received after the indicated due date will only be considered if they affect the safety of personnel and equipment.

6. **ANALYZE** the scope of all returned comments after the due date. If the change is substantial, then REPEAT from step 4.1.2.7.
7. **RESOLVE** all issues identified by Reviewers and SIGN/DATE the forms documenting the resolution.
8. **FORWARD** the signed form with comment resolution to the Reviewer for acknowledgement.
9. (Reviewer) When the Review and Comment form is returned with comment resolution, **SIGN/DATE** the form indicating acceptance and RETURN the completed form to the Developer.
10. **REVISE** the draft including all comment and question resolutions.
11. **REVIEW** the scope of the revision with all CCC Reviewers to determine the level of impact on the results of CCC analysis.
12. **PROOF** the final version of the procedure (format, editorial, and technical) using Procedure Quality Checklist for the appropriate language.
13. **FORWARD** the procedure with all completed forms to the responsible position for approval.
14. If non-English is the primary facility language, then TRANSLATE per section 4.1.5.

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4.1.4 Approval

1. **VERIFY** the following:
 - Technical accuracy
 - Purpose/Scope fulfillment
 - Documentation quality (signatures, dates, reviewer identification)
2. **REVIEW** the Configuration Change Control forms for implementation impact.
3. **DEVELOP** a procedure implementation plan.
4. **DESIGNATE** a person to be responsible for procedure implementation.
5. **ASSIGN** an effective date for the procedure.
6. **SIGN/DATE** the procedure for approval.
7. **FORWARD** the procedure to Document Control.

4.1.5 Translation

1. **OPEN** a *New* document using the appropriate template. **SELECT** one of the following for administrative programs and procedures matching the page layout of the original procedure:
 - ADM-ENen; Administrative; 8½×11; English
 - ADM-A4en; Administrative; A4; English
2. **SAVE** the file using the complete procedure reserved in section 4.1.1 above where bb = en.
3. **MODIFY** the procedure baseline information.
 - Change the facility name and Manual title in the cover page header.
 - Enter the procedure title and number in all subsequent headers.
 - Enter the document file name and revision in all footers.
4. **TRANSLATE** the proof procedure.
5. **TEST** the translated procedure to verify its effectiveness using someone meeting the baseline qualifications and language skills of the target user.
6. **PROOF** the final translated version of the procedure (format, editorial, and technical) per Procedure Quality Checklist.
7. **FORWARD** the procedure to the responsible position for approval per section 4.1.4.

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4.1.6 Revision

The need for procedure revision may be prompted by one of the following cues:

- Design/process change
- Procedure fault/error
- Improvement recommendation
- Annual revision milestone

Revisions of a non-substantive nature (e.g., correction of misspelled words, punctuation, typographical errors) will be incorporated during the annual review. The revision date will change, but not the revision number. For non-substantive revisions, it is acceptable to issue only the revised page(s).

1. **DETERMINE** revision milestones.
2. **ASSEMBLE** procedure resources, references, and the contents of the comment file.
3. **ANALYZE** the initiating cue and source materials to determine the scope of revision.
4. **OBTAIN** a copy of the procedure master file.
5. **REPEAT** from section 4.1.2, step 5.

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4.2 **Forms**

4.2.1 Identification

1. **DEFINE** the form purpose and scope.
 - **Purpose** – defining the intent and objective(s) of the form.
 - **Scope** – delineating the boundaries of applicability.
2. **DEFINE** the form title in concise, clear terms.
3. **REGISTER** the identified form as the next available number in the Form Index as **UEI-fzzz-aabb** where:
 - f = Form designator
 - zzz = Sequential form number
 - aa = Sequential revision number
 - bb = Language designator

Examples:

f014-02en = the second revision of the fourteenth form identified in English

f022-00pt = the initial revision of the twenty-second form identified in Portuguese

4. **SCHEDULE** the form development effort.

4.2.2 Development

Note:

All forms should be drafted in the primary facility language.

1. **OUTLINE** or **MAP** the process(es) included in the form purpose and scope.
2. **DRAFT** the form or form revision to achieve the defined purpose and to encompass the identified scope.
3. **SAVE** the form file as a document using the complete form number reserved in section 4.2.1, step 3, using the next sequential revision number.
4. **TEST** the form to verify its effectiveness using someone meeting the baseline qualifications of the target user.

4.2.3 Review and Comment

1. **LIST** all groups and persons with a need to review and comment on the draft form.
2. **DETERMINE** a due date for receipt of all comments.
3. **DISTRIBUTE** the draft form with a f001; Document Review and Comment form of the appropriate language attached with the following completed:
 - Procedure number, title, and revision
 - Routing (check or add the appropriate entities by department/group, title, or name)
 - Developer name, contact information, and due date

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4. (Reviewer) **COMPLETE** the following actions:
 - a. **RECORD** all comments in the right column of a f001; Document Review and Comment form.

Note:

Technical questions or comments that preclude continuing the review should be clarified with the developer immediately to avoid delays. Editorial remarks should be made directly on the form.

- b. **RECORD** the Reviewer name, title, and contact information on the Review and Comment form.
- c. **SIGN/DATE** the Review and Comment form.
- d. **FORWARD** the form markup, and Document Review and Comment form(s) to the Developer no later than the due date indicated in the transmittal.

Note:

Comments received after the indicated due date will only be considered if they affect the safety of personnel and equipment.

5. **ANALYZE** the scope of all returned comments after the due date. **If** the change is substantial, **then REPEAT** from step 4.1.2.7.
6. **RESOLVE** all issues identified by Reviewers **and SIGN/DATE** the forms documenting the resolution.
7. **FORWARD** the signed form with comment resolution to the Reviewer for acknowledgement.
8. (Reviewer) When the Document Review and Comment form is returned with comment resolution, **SIGN/DATE** the form indicating acceptance **and RETURN** the completed form to the Developer.
9. **REVISE** the form including all comment and question resolutions.
10. **PROOF** the final version of the form (format, editorial, and technical).
11. **COMPLETE** a f004, Form Approval.
12. **FORWARD** the approval package (Form Approval, Procedure Quality Checklist, and all Document Review and Comment forms) to the responsible position for approval.
13. **If** non-English is the primary facility language **and** English versions will be required, **then TRANSLATE** the form per section 4.2.5.

4.2.4 Approval

1. **VERIFY** the following:
 - Technical accuracy
 - Purpose/Scope fulfillment
 - Documentation quality (signatures, dates, reviewer identification)
2. **SIGN/DATE** the Form Approval form.
3. **FORWARD** the form to Document Control.

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4.2.5 Translation

1. **SAVE** the file using the complete form number reserved in section 4.2.1 above where bb = en.
2. **TRANSLATE** the proof form.
3. **TEST** the translated form to verify its effectiveness using someone meeting the baseline qualifications and language skills of the target user.
4. **PROOF** the final translated version of the form (format, editorial, and technical).
5. **FORWARD** the procedure to the responsible position for approval per section 4.2.4.

4.2.6 Revision

The need for form revision may be prompted by one of the following cues:

- Design/process change
- Form fault/error
- Improvement recommendation

Revisions of a non-substantive nature (e.g., correction of misspelled words, punctuation, typographical errors) will be incorporated during the next technical revision.

1. **DETERMINE** revision milestones.
2. **ASSEMBLE** procedure resources, references, and the contents of the comment file.
3. **ANALYZE** the initiating cue and source materials to determine the scope of revision.
4. **OBTAIN** a copy of the form master file.
5. **REPEAT** from section 4.2.2, step 3.

5.0 REFERENCES:

- 5.1 ISO9000; International Standards Organization, Quality Standards
- 5.2 ADM-02: Configuration Change Control
- 5.3 ADM-03; Document Control and Distribution
- 5.4 f001; Document Review and Comment
- 5.5 f002; Configuration Change Control
- 5.6 f003; Procedure Quality Checklist
- 5.7 f004; Form Approval

6.0 APPENDICES:

- Appendix A Style Manual