

Job Instructions for:	Write Job Instructions
Parts Required:	Job Instruction template
Tools & Materials	Information about the procedure

Why This is Important Consequences to company and customers when the job is not done right	When the instructions are unclear, important steps may be missed or carried out incorrectly, with the risk of loss of life or property.
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Important Steps in the Operation	Key Points	Reasons
A logical segment of the operation when something happens to advance the work	Anything in the step that might - <ul style="list-style-type: none"> • “make or break” the job • injure the worker or others • make the work easier to do (i.e. “knack”, “trick”, special timing, or a bit of special information) 	Reasons for the key Points
1) Write Important Steps	<ul style="list-style-type: none"> • Each step must advance the work • Make notes about key points and reasons as you go • Typically answers the question “What should I do?” • Maximum 8 important steps 	<ul style="list-style-type: none"> • each step big enough to notice • so you don’t forget ideas • keeps Important Steps and Key Points separate • Lets you remember it all
2) Develop Key Points	<ul style="list-style-type: none"> • Four types <ul style="list-style-type: none"> • “make or break” elements to complete the job correctly • safety issues related to the procedure • tips, tricks or knacks that make it easier • tolerances that define what is “good enough” • Typically answers the question “How should I do it?” • Use “When X condition exists... “ statements to deal with contingent actions • Phrase all points in the positive 	<ul style="list-style-type: none"> • reduces likelihood of serious omissions • safety is critical and must not be taken for granted • make it easier to do • so don’t spend time on unimportant precision, and don’t miss critical points • keep Important Steps and Key Points separate • “When” is directive compared to “If” statements which are permissive • Tend to get what we focus on, so focus on positive
3) Provide Reasons	<ul style="list-style-type: none"> • Describe the consequences if key points are not observed • At least one reason for each key point • Rarely requires theory • Legal or policy requirements 	<ul style="list-style-type: none"> • Makes the importance of following key points clear • All key points have a reason or they wouldn’t be there • Theory rarely helps understanding the task or consequences • Know that it is the law

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1)	•	•
2)	•	•
3)	•	•
4)	•	•
5)	•	•