

WRITING EFFECTIVE

STANDARD OPERATING PROCEDURES (SOP)

FOR POWER & UTILITIES PROFESSIONALS & ENGINEERS

19 – 20 January 2012, Kuala Lumpur, Malaysia



Expert Course Faculty Leader

Steve Holloway, BSc. (Hons), CTEFLA, DTEFLA

ORGANISED By

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Course Overview

A Standard Operating Procedure (SOP) is a set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardized procedure without loss of effectiveness. The presence of these quality documents is essential when inspections take place since the most frequent reported deficiencies during inspections are the lack of written SOPs and/or the failure to adhere to them. The SOP writing process is critical to successful implementation of SOPs.

As Power & Utilities companies search for ever more ways to improve performance, increase efficiency and control costs, we need not only “best practice” to achieve maximum performance but also “common practice” to standardize best practice throughout the company.

This can only be achieved if everyone is “reading from the same script”. The script in this case being written procedures that describe the optimum method for the many work processes we perform to maintain our plant and equipment. This course teaches the requirements for writing good procedure that are user friendly to ensure processes are performed effectively.

Course Objective

- State clearly what SOP are, why they are written and for whom
- Assess their Reader and their needs from the SOP
- Analyse the procedure(s) concerned and identify the key aspects from the Readers’ point of view
- Use the correct tenses to help guide the Reader through the procedure
- Use the active or passive voice to meet the needs of the Reader
- Use a clear, simple, logical neutral style to ensure the clarity of the SOP
- Use a systematic method of reviewing and revising their documents to ensure the maximum effectiveness of the entire SOP

Who Should Attend

The course is aimed at anyone in technical procedure writing and editing, quality, engineering, operations, maintenance and related functions who need to write SOPs and anyone who has to work with the written procedures.

Unique Features with **powerEDGE Training**

- Pre-Course Questionnaire to help us focus on your learning objectives
- Detailed Course & Reference Manual for Continuous Learning and Sharing
- Practical Exercises & Case Examples to better understand the principles
- Limited class size to ensure One-to-One Interactivity
- Assessment at the end of the course to help you develop a Personal Action Plan

Course Outline

DAY 1

INTRODUCTION TO SOP

- What is an SOP?
- Why write an SOP?
- Who needs an SOP?
- Who should write the SOP?

GETTING STARTED

- Organising the Writing Project
- Establishing Reader and Purpose
- Stating your purpose clearly
- Defining the Scope
- Identifying key stages in the Procedure

DESCRIBING PROCESSES

- Establishing Reader and Purpose
- The grammar of Process Description
- Using the Passive
- Guiding your readers with effective linking words

DAY 2

WRITING EFFECTIVE SOP

- Components of SOP
- Writing effective Operation Tasks
- Using the Imperative in instructions
- Conditional instructions
- Stating hazards and warnings clearly

REFINING YOUR STYLE

- Precision - making every word count
- Avoiding ambiguity and redundancy
- Using parallel structures
- Assessing the 'readability' of your writing

REVIEWING AND REVISING

- Finalizing the document for review
- Using an Editing Checklist
- Proofreading
- Punctuating for clarity
- Author and Reviewer

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STEVE HOLLOWAY

BSc. (Hons), CTEFLA, DTEFLA

Specialist technical report writing trainer with 15 years of Industry experience

EDUCATION AND BACKGROUND

BSc (Hons) CTEFLA, DELTA (Cardiff, UK)

Since 1989, Steve has trained in Japan, the UK, Spain and Malaysia. In Malaysia, he was in the **International Islamic University's** English department for four years, followed by two years as the Business Skills Unit manager for the **British Council**. Since 1999, his company, **UK Training Services** has established itself as one of the premier Corporate English specialists in Malaysia in the **Financial Services** and the **Oil and Gas** sectors.

SPECIALIST AREA

Steve specializes in high-level Business and Technical Writing courses and Presentation Skills programmes. His range of writing programmes includes: *Business Letter Writing for Executives and Managers*, *Business Report Writing for Executives and Managers*, *Proposal Writing Skills*, *Audit Report Writing*, *Technical Writing Skills*, *Effective Standard Operating Procedures* and *Effective Reports and Minutes*.

Whilst he has trained thousands of executives and junior managers, Steve has also trained and coached senior managers, directors and CEOs in communication skills, high level writing and presentation skills from such organisations as **Alam Sekitar Malaysia**, **AmBank**, **Matsushita**, **BSN**, **the Malaysian-Thailand Joint Authority**, **Star Energy (Indonesia)** and **Express Rail Link**.

EDITING

Steve has been the chief editor for several large writing projects. One of these was the entire Start-Up Manual for **Nippon Oil's Helang Integrated Platform**, in 2004. Steve worked closely with a team of six engineers in his role of overseeing all revisions of each volume, and ensuring that the final document was grammatically and technically correct and had a reader-friendly style for quick access to information. Another project, with the same team of engineers involved rewriting the manuals for the *Puteri Dulang FSO*, for **Petronas Carigali**. More recently, Steve has been involved in editing the HSE and other SOP manuals for **KPOC**.

PROMOTING EFFECTIVE COMMUNICATION

In his meetings with all levels of employee in organisations, Steve experiences first-hand the need for good communication skills. As English is increasingly used in the global workplace, he actively promotes the use of **Plain English**, and encourages all of his client organisations to adopt it by using **simple, clear, non-discriminatory language**. Thus, effective communication between managers and their staff, colleagues and customers is achieved.

CLIENT LIST

Steve has conducted programmes for all of the following organisations.

Alam Sekitar	ESSO	Maybank	PUNB
Alliance Bank	Ethylene Malaysia	MBf Cards	Schlumberger Abu Dhabi
Amanah Capital	Express Rail Link	MIMOS	Sabah Shell
AmBank Group	F & N Holdings	MITI	Shell India
BBMB Securities	Great Eastern	NEC	Shell Refining Company
BC Petrochemical	HSBC	Nippon Oil	Shell Sarawak
BP Chemicals	KPMG	Petronas Carigali	SRAK (Shell Saudi Arabia)
BSN	Malaysian Thai JA	Pfizer	Star Energy (Indon)
Cairn India	Matsushita	PTTEP Oman	Talisman Energy

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REGISTRATION FORM

	Early Bird Ends 19 Nov 2011	Normal	Savings
2 Day Programme	SGD \$1999	SGD \$2199	SGD \$200

ATTENDEE DETAILS

Name Job title

Tel Email

Name Job title

Tel Email

Name Job title

Tel Email

Name Job title

Tel Email

Name Job title

Tel Email

COMPANY DETAILS

Organisation name Industry

Address

Postcode Country

Tel Fax

PAYMENT METHODS

By Cheque/ Bank Draft: Make Payable to Asia Edge Pte. Ltd.
 By Direct Transfer: Please quote AE1 with the remittance advise
 Account Name: Asia Edge Pte. Ltd.
 Bank Number: 508 Account Number: 762903-001Swift Code: OCBCSGSG
 All bank charges to be borne by payer. Please ensure that Asia Edge Pte Ltd receive the full invoiced amount.

PAYMENT POLICY

Payment is due in full at the time of registration. Full payment is mandatory for event attendance. I agree to Asia Edge Pte Ltd. payment terms

CANCELLATIONS & SUBSTITUTIONS

You may substitute delegates at any time. ASIA EDGE PTE LTD does not provide refunds for cancellations. For cancellations received in writing more than seven (7) days prior to the training course you will receive a 100% credit to be used at another ASIA EDGE PTE LTD training course for up to one year from the date of issuance. For cancellations received seven (7) days or less prior to an event (including day 7), no credits will be issued. In the event that ASIA EDGE PTE LTD cancels an event, delegate payments at the date of cancellation will be credited to a future ASIA EDGE PTE LTD event. This credit will be available for up to one year from the date of issuance. In the event that ASIA EDGE PTE LTD postpones an event, delegate payments at the postponement date will be credited towards the rescheduled date. If the delegate is unable to attend the rescheduled event, the delegate will receive a 100% credit

4 ways to Register

- Online: www.poweredgeasia.com
- Email: info@poweredgeasia.com
- Phone: (65) 6747 0775
- Fax: (65) 67478737

You may also be interested in

- ✓ Technical Report Writing and Presentation Skills for Engineers and Technical Professionals
- ✓ Negotiation Skills & Techniques for Engineers & Technical Professionals
- ✓ Finance for Non-Finance Professionals and Engineers in the Power & Utility Sector
- ✓ Fundamentals of Power Generation for Non-technical Professionals
- ✓ Introduction to Power Systems

Bring your team

Send 4 team mates and the 5th attends for free

