

Encouraging Conformance

There is a wide variety of reasons that an operator might not follow procedures, including:

- Procedures are not correct or are out of date, difficult to use or follow
- Procedures are not readily available or easily portable
- There are easier ways of performing the task
- Pressure from peers or perceived pressure from management to 'get the job done'
- Failure to understand the risks
- Customary practice not to refer to procedures, often because procedure use is viewed as an aid for the inexperienced/not yet competent personnel.

TIPS FOR ENCOURAGING CONFORMANCE

- Design procedures to minimize the time and effort it takes for users to conform;
- Base the procedure on how the task is actually performed in practice. The operators may have devised an informal procedure that is quicker or easier, and these methods could potentially be incorporated into the formal procedure as long as safety/quality issues are not compromised;
- Identify incentives to take short cuts like work pressures and address these directly;
- Recognise 'experienced hands' by asking them to document examples of proven procedural practice as legacy for a less experienced workforce;
- Use short, easily understood sentences, providing precise and specific information. Avoid writing too much self-evident information as this will reduce the impact of key messages. Be precise in your description and controls, (e.g. 'Open valve for 10 seconds' instead of 'Open valve for a short time');
- Aim for documentation to be as simple and uncluttered as possible;
- Use pictures and diagrams where possible, ensuring that the pictures of equipment layout used align directly with the steps in the procedure;
- Adopt a control and review process to keep procedures relevant and up to date;
- Use clear and simple language avoiding unfamiliar terminology and abbreviations;
- Use active language using the WHO/WHAT/WHEN template (e.g. 'PA places barrier around the worksite before any work starts' instead of 'a barrier should be placed around the worksite');
- Avoid negatives (e.g. 'do not use tools in poor condition');
- Provide clear direction for any next steps. For example, if the step states "if pressure exceeds 120 PSIG (8.27 BAR), call the driller";
- Organise procedures in a chronological step-by-step flow of information;
- Provide hazards and warnings at each step;
- Indicate what feedback needs to be monitored to ensure the action is successful. Describe what happens next, if it is not obvious;
- Refer to specific items of plant and equipment/spares and parts, and check whether they are adequately labelled in the real world.

Source: [iCAB CIEHF Free 'HP For All' Elearn](#)