

## Procedure Development

As workforces continue to age it is critical to capture that knowledge prior to it “Walking out of the Door”. Many organizations have begun to initiate Knowledge Capture projects which aim to ensure that the employees assigned to replace those which leave can perform at a certain level of competency. The form of this knowledge capture is typically done through the development of written procedures. Procedures may be required for many activities in a process such as operations and maintenance. As part of knowledge capture initiatives within some organizations. Leadership has asked their staffs to develop procedures for key processes by documenting what they do (i.e. just write down what they do) without providing a structure or standardized format. However, this approach often produces inconsistent and ineffective procedures. There are more effective methods to develop procedures. These improved methods produce procedures which are much more standardized, concise, consistent, effective, and useable.



opX's personnel are experienced in developing procedures as well as assessing existing procedures. Our team has worked with Asset Management, Construction, Operations, Maintenance and various other types of organizations to develop and implement knowledge capture programs and procedure development initiatives.

opX's proven process for development and review of guidelines and procedures is a circular process – it begins with the initial stages of identifying a gap through the implementation of an approved document as well as subsequent reviews to ensure the continued currency of that document.

opX will work with your organization to produce controlled documents which will describe and help ensure the sequence of steps to execute a routine activity and or process are adhered to within your organization.

## Procedure Benefits

- Repeatability of Process or Task
- Consistency of Process or Task
- Completeness of Work
- Compliance Documentation
- Elimination of Duplicate Activities
- Clear Identification of Owner and Custodian
- Knowledge Retention
- Better Understanding of training needs.

Procedures are best developed with the active participation of those who will utilize them. Information provided by procedure users on the actions required must be cast into a format that helps ensure standardization, readability, adherence, and ease of use.

**opX** will design and develop procedures according to established principles and best practices to ensure they are customized to meet the needs of your organization.

GenCO Company	Genco Company (SC0) Equipment Outage Process Description	Procedure S0P Revision 2.0000 Page 4 of 8
<p><b>Purpose &amp; Objectives</b></p> <p>This document is intended to define the complete process of the identification, request, planning and coordination of EHV, HV, and LV equipment outages and switching requests. Further, this document will define the process by which the documentation of relevant information concerning outage requests, planning, coordination and switching orders will be managed, documented and stored for future reference. The objective of this process description is to accomplish the following:</p> <ul style="list-style-type: none"><li>•Determine the appropriate scope of a requested equipment outage</li><li>•Improve system reliability by minimizing multiple outages to equipment</li><li>•Identify the required steps to accurately communicate the outage request</li><li>•Accurately convey outage request information</li><li>•Provide guidance for facilitating the complete process of the determination of feasibility of equipment outages and their effect on the Transmission and/or Distribution system.</li><li>•Identify the required steps to accurately communicate approval or denial of an outage request throughout the outage planning process, including any possible alternatives</li></ul> <p><b>Scope/Procedure Steps</b></p> <p>This process begins when an outage request is generated for any APS EHV, HV, or LV equipment. It includes approval, coordination and implementation of equipment outages and ends when Operations administratively closes out a request upon completion of the work, commissioning and return of equipment to service. The process includes the following steps:</p> <p><b>1. Initiation of an Outage Request</b></p> <p>Any construction or maintenance activity that is to be performed on the APS EHV, HV, or LV systems that will require a piece or multiple pieces of equipment to be removed from service will require an outage request to be generated (Refer to the "Equipment Outage and Switching Request" procedure). An electronic system (EOS) will be utilized to enter, store and communicate an outage request</p>		<p><b>Receiving Gas</b></p> <p><b>1.0 PURPOSE</b> This procedure provides instructions for receiving Gas from other unit into a mix tank.</p> <p><b>2.0 SCOPE</b> Both facilities are responsible for ensuring source tank(s), receipt tank, and transfer piping are properly prepared before the transfer is initiated. Valve D-1108 is the center point of this transfer. Thus each facility performs line preparations on opposing sides of this valve.</p> <p><b>2.1 Responsibilities</b></p> <ol style="list-style-type: none"><li>1. The Unit Operator is responsible for tank(s) and line preparation from Valve D-1108 through (the transfer header) back to the source tank(s).</li><li>2. The Other Operator is responsible for tank and line preparation from Valve D-1108 to the receiving mix tank and for maintaining communications with the Unit Operator as needed to complete the transfer.</li></ol>

**Additional Information – for your evaluation of our very effective Procedure Development program, more details can be provided on request. In addition, opX engineers are willing to visit your facility to present and discuss further aspects of the Program. Please contact us at our website, or you can call/fax us directly.**

**opX** Consulting provides a unique combination of operational, organizational and management expertise to deliver improved business management processes, organizational assessments and readiness, operational excellence and future-state performance through the application of industry best practices and technologies. Our firm's services build upon state-of-the-art industry recognized management theories and methods, business processes and technologies, research and developments of leading organizations such as the Project Management Institute, the Balanced Score Card Institute.

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