**LEARNING OUTCOME #5**

**PERFORM WORK SPONTANEOUSLY**

**ASSESSMENT CRITERIA:**

1. Work is performed as per instruction
2. Company and office decorum are followed and complied with
3. Work is performed in accordance with occupational health and safety (OHS) requirements

**CONTENTS**:

* Work processes and procedures
* General occupational health and safety principles and legislation
* Accident/hazard reporting procedures

**CONDITION**:

The students/trainees must be provided with the following:

* Writing materials (pens & paper)
* References (books)
* Modules

**METHODOLOGIES**:

* Lecture
* Group discussion
* Self-paced (modular) instruction

**ASSESSMENT METHODS:**

* Written examination
* Demonstration
* Observation
* Interviews/questioning

**LEARNING EXPERIENCES**

**LEARNING OUTCOMES NO. 5 PERFORM WORK SPONTANEOUSLY**

| **Learning Activities** | **Special Instructions** |
| --- | --- |
| Read Information Sheet 4.5-1 Work processes and procedures | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.5-1 Work processes and procedures | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.5-1 |
| Read Information Sheet 4.5-2 General occupational health and safety principles and legislation | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.5-2 General occupational health and safety principles and legislation | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.5-2 |
| Read Information Sheet 4.5-3 Accident/hazard reporting procedures | If you have some problem on the content of the information sheet don’t hesitate to approach your Trainer.  If you feel that you are now knowledgeable on the content of the information sheet, you can now answer self-check provided in the module. |
| Answer Self-Check 4.5-3 Accident/hazard reporting procedures | Try to answer the Self-check without looking at the Answer Key  Compare your answer to Answer Key 4.5-3 |

**INFORMATION SHEET 4.5-1**

**WORK PROCESSES AND PROCEDURES**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Define and differentiate processes and procedures in workplace

**INTRODUCTION**

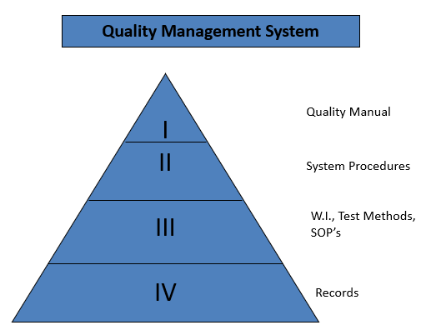
**WHAT ARE WORK INSTRUCTIONS**

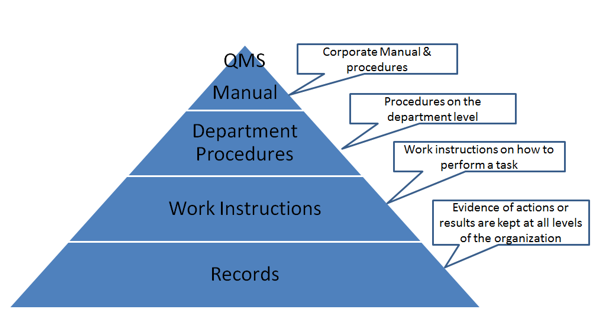
Work Instructions are documents that clearly and precisely describe the correct way to perform certain tasks that may cause inconvenience or damage if not done in the established manner.

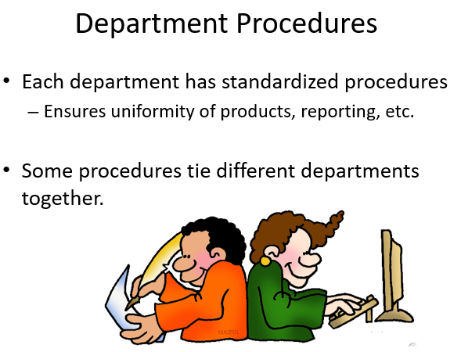
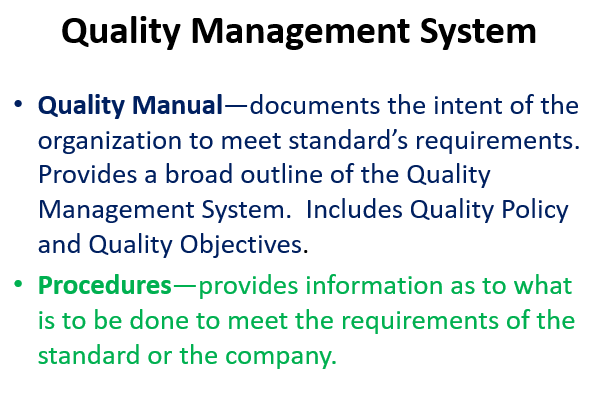
That is, describe, dictate or stipulate the steps that must be followed to correctly perform any specific activity or work.

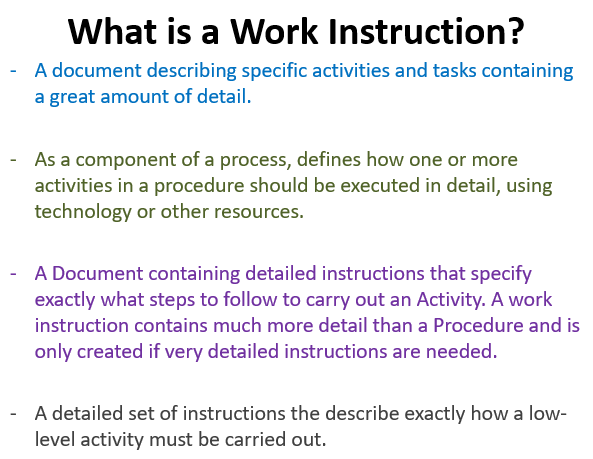
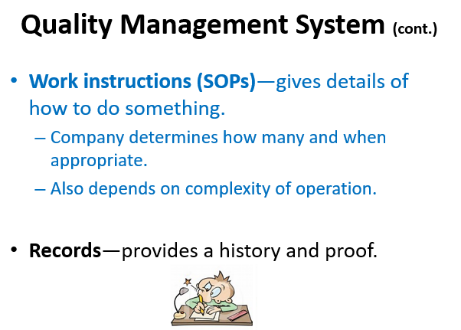
**HOW TO WRITE WORK INSTRUCTIONS**

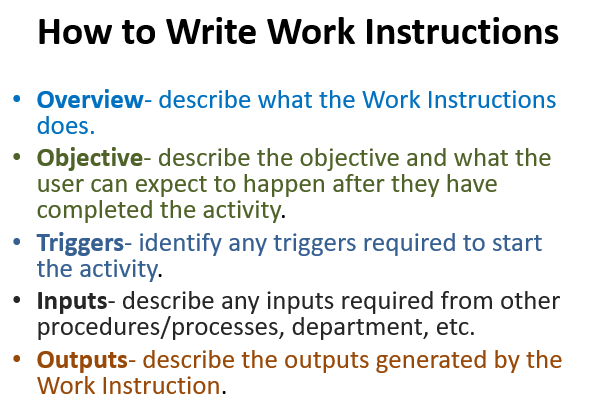
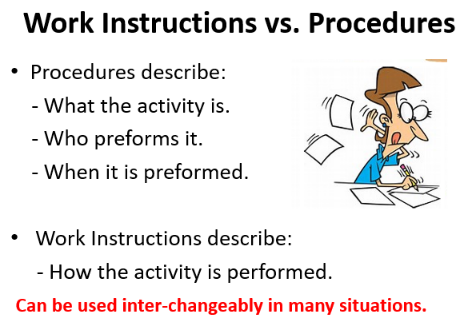


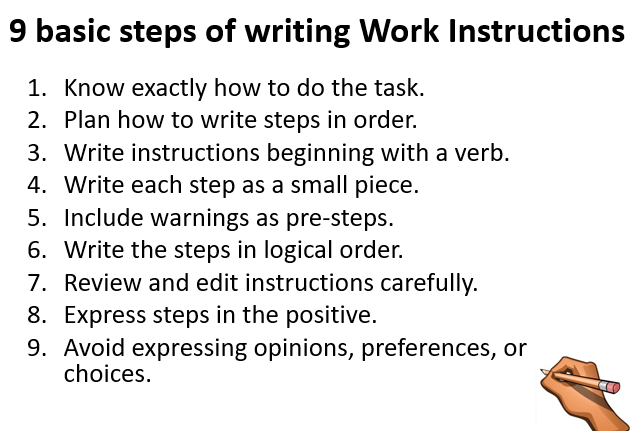
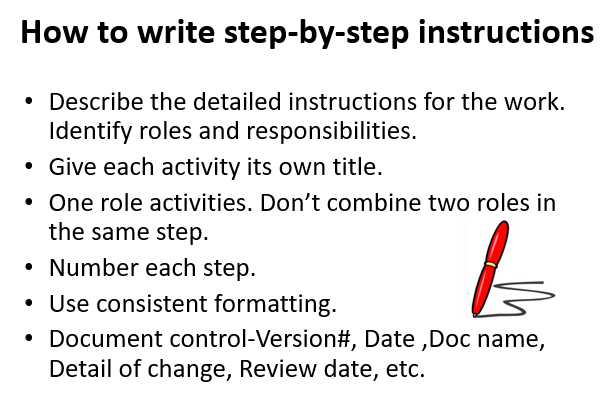












**WORKPLACE PROCEDURES**

Workplace procedures explain specific action plans for employees when carrying out a policy. Workplace procedures are important because they tell your employees how to deal with a situation and when.

**WORKPLACE PROCESSES**

Work processes are the glue that holds things together and ensures that tasks are completed in a way that's systematic, organized, and involves as few dropped balls as possible.

**Process vs Procedure: What’s the Difference?**

The difference between processes and procedure is quite substantial – a process is more surface-level. It’s used by management to analyze the efficiency of their business. A procedure, on the other hand, is a lot more detailed, as it includes the exact instructions on how the employee is supposed to carry out the job.

**Process vs Procedure**

So, putting it more bluntly…

A process is a series of related tasks or methods that together turn inputs into outputs.

A procedure is a prescribed way of undertaking a process or part of a process.

At a glance, the two might seem confusing, as they both refer to the same activities being carried out. So, to make it easier, you can look at the difference between a process and a procedure as “what” versus “how.”

**Important Note**

It's the secret to running smooth operations. Instead of creating process diagrams (which nobody looks at), documentation (which you can only read and never action), emails, chats and chaos - you can create and run any process in your company within seconds.

Settling for basic and cheap project or task management tools is the biggest mistake you can ever make. You get what you pay for. If you try to save a cent - you will lose a dollar. There's a huge difference between process management and project or task management. Processes relieve stress, make things predictable - and help you grow and become efficient. Projects and tasks are just ad-hoc, unpredictable chaos.

It's important to understand that context before you carry on reading. Successful people are smart enough to fundamentally change the way they work "right now" and amaze themselves and everyone else with new ideas. You can stop fighting uphill battles every day immediately - and drive more personal success in your career by introducing the modern way of creating, tracking and even enjoying tasks with your coworkers.

**A process consists of three elements:**

* An input (materials or information)
* A process with its sub-processes
* An output

**A procedure, on the other hand, describes:**

* Who is responsible for each part of the process?
* When each part of the process occurs
* The specifications applicable to each part of the process

**Example: Process and Procedure**

A fast-food outlet makes hamburgers. The process is a simple one, and it all starts with taking the order. After that, the staff springs into action, cooks the patty, prepares the hamburger roll and serves the finished hamburger up to the client.

However, inside this simple process, the fast-food outlet’s staff also follow several procedures. Thus, the store owner might specify that the sales assistant should greet the client and smile. He or she may even provide a script for the interaction. That’s a procedure, and it can make a huge difference to a business.

**Why Document Processes and Procedures?**

When you do business, you want to do everything “right.” What’s more, you want your staff to get it right EVERY TIME. As soon as a process that transforms inputs into outputs is repeatable, you have an opportunity to capture the process and procedure so that your staff knows what to do and how to do it.

But along the way, you might find that things aren’t going as well as you would like them to. Maybe some variable you didn’t initially plan for enters the equation. Or you discover that there’s room for error in what you thought was a watertight process with sufficient procedural information. Perhaps you just think you’ve found a way to make the process more efficient.

You now have an opportunity to revisit the process or procedure that isn’t working well and figure out how to improve it. Did someone make a mistake? Was quality not all you would like it to be? How can you build in a safeguard procedure that ensures it won’t happen again?

**Documentation Allows for Continuous Process Improvement**

The real value of capturing every procedure and process is that it allows your business to improve and keep on improving. It’s a competitive world out there, and if you want to outperform your competitors and win greater support for your business, you have to be better at what you do than they are.

On the other side of the coin, if they’re doing the same thing you do, only more efficiently or to a higher standard, it’s a real threat to the survival of your business.

Continuous improvement is essential to the profitability of your business – and even its survival. It all starts with mapping out what your business does and how it does it.

**Enforcing Processes and Procedures**

While documenting processes and procedures is one thing, enforcing them is something completely different.

You can invest months of your time, come up with a fat file with every process and procedure neatly documented, and guess what? Nobody is going to consult it! So, how do you ensure that processes and procedures get followed?

While it’s great for your staff to have an overview of complete processes and procedures to see how they fit into the picture, what really matters is what each person is busy with right now.

You can lay out processes and procedures on documents and checklists with complicated cross-references to allow for contingencies. But at the end of the day, how do you know if people followed each step in the way, you’ve determined will be best? Do you even have time to collect all those signed off checklists and study them?

**INFORMATION SHEET 4.5-2**

**COMPANY AND OFFICE DECORUM**

Learning Objectives:

After reading this Information Sheet, you must be able to:

1. Observe company and office decorum

**INTRODUCTION**

**MAINTAINING DECORUM AT WORK**

There are certain situations at work which can bother an individual like, an over-friendly subordinate or to deal with a colleague who is too familiar with the boss. Then, how to cope up with the situations without affecting the work results and relationship? Here is an etiquette guide to follow at work.

Familiarity breeds contempt is an adage that holds true across relationships. These relationships also include the ones that we forge within our professional environment where we spend at least 3/4th of our day.

While it is essential to maintain certain decorum amongst superiors and colleagues, it is important to remember that these relationships are human; therefore fact, sensitivity and professionalism are vital for them to remain healthy. While it does well to lace professional relationships with friendliness and humor, there are boundaries that must be maintained.

It is permissible to cultivate a friendship with superiors or colleagues as this encourages trust and loyalty, qualities that are essential to undertake challenges in the progress, development and profitability of the business.

But these are some musts that must be followed in the office space:

* An employee must conduct himself accordingly to gain respect. Do not undermine superior behavior, depth of knowledge or information in public. Any such factors may be communicated in private. This enables an employee to earn a professional reputation.
* Maintain a certain physical distance, do not touch or back slap colleagues, junior or senior. Keep a healthy distance if in conversation with a senior and always keep hands folded behind. If an employee is addressing a junior, it is better to maintain eye contact, a straight posture with arms folded across chest. By doing this, an employee also set a precedent on how others should conduct themselves in his presence.

* There are a few topics of conversation that must be avoided personal, religious and political. Do not indulge in office gossip. It is inappropriate to take sides, offer unsolicited advice or pit one against the other. Doing so may embroil an employee in controversies that may at times border to the personal. Maintain an objective but fair stand.
* Treat all person/s with equal respect and do not play favorites. Avoid forming cliques or being part of that may be detrimental to an employee growth path in and outside of the office. If an employee is in a senior position and is fond of someone ensure that he is objective while in the office space. Do not spend more than a certain desired amount of time with the person in in the cubicle. Otherwise, others will feel ignored, and may have given adequate time listening to their queries either. It will ruffle a lot of feathers and may give rise to unnecessary bad blood among colleagues.
* An employee is more likely to be taken seriously and treated with regard if he dresses in a manner that does not border on the frivolous. Office attire should convey a no-nonsense personality. Here is a simple ethic that we follow in the world of business etiquette:
* Integrity
* Manners of the impeccable kind
* Personality: Down to earth and affable
* Appearance: appropriate
* Considerable; sensitivity
* Tact: think before behaving, acting, reacting

**RULES TO IMPROVE EFFICIENCY AT WORK**

1. **Be systematic**: Always be systematic in your work and keep every document and the file at a place they are supposed to be. The work will be smooth without any delays and quick. It will also help the employee to form a good impression about himself among his colleagues.
2. **Delegate Work**: Delegating work is the best policy to improve efficiency at work. Always believe in your team and delegate the work between them equally or according to their responsibilities. This will infuse confidence in the team and will lead to improved efficiency.
3. **Time is Money**: Never delay any work and always try to finish it on time or before time. By doing this, one will get more time to cross-check what he has done and can eliminate the errors better. It saves a lot of time and money.

**Maintaining Office Decorum**

We all are educated enough to lecture people on various issues. However, when it comes to behavior, we simply don’t give it a thought. This is especially true in office where one has to be extra careful to maintain decorum. Here are a few things to keep in mind while at work

1. **Be Punctual**: 

The first basic rule of any company would be that employee

reach office on time. Unless you have a flexi-timing, going late

to work is a strict no-no. Even if you have shared a great rapport

with your immediate boss/senior/team leader, it’s best to stick

to office timing. You never know this habit could affect your

annual appraisals.

1. **Respect Others’ Privacy**: 

Your colleague may be close to you, but that doesn’t mean

you can peep into his desk whenever you want. For

all you know, he may be checking some confidential mails or

having an important phone conversation. It’s best to give

colleagues their space.

1. **Speak In a Low Voice**:



You may be a loud mouth at home. But remember once you

enter office premises you may have to tone down your pitch

and also the way you speak. Some offices are strict about

addressing senior as ‘sir’ and ‘ma’am’ while some others allow

you to call them by name. Learn the office rules soon as you

land a job there.

1. **Cell Phone Nuisance**: 

Yes, we all know mobile phones are as important as any part

of our body. However, of late it’s become a nuisance. You may

love to flaunt your ring tone and want the world to know

what’s on your mind, but not many think the same way. So,

first and foremost, put your cell phone on silent mode or at

least a beep mode. This will ensure the others aren’t distracted

by its sounds every time you get a call or an SMS.

1. **Cleanliness On the Desk:**

You may have your spouse/sibling/maid/parent to clean up your dirty room every day. However, it is not so in the office. Keep your desk clutter-free. Don’t leave coffee/tea cups, used plated, left over junk food or useless papers on the desk. Make good use of the dust bin and throw unused things there. Remember this is your office and you got to keep the company’s image in mind too



1. **Don’t Blast Music:**



You may be jobless or in a very good mood to enjoy music, but may not be the same for your colleagues. They may be preparing for an important presentation; they may be trying to focus on work where even little bit of distraction might hinder their progress. So, it’s best to use a head phone and enjoy your music.

**INFORMATION SHEET 4.5-3**

**ACCIDENT/HAZARD REPORTING PROCEDURES**

**Learning Objectives:**

After reading this Information Sheet, you must be able to:

1. Learn the steps in accident/hazards reporting procedures

**AN INTRODUCTION TO REPORTING HAZARDS**

The workplace can be dangerous and all employers are responsible for carrying out risk assessments to identify the measures that need to be taken to protect staff and visitors from hazards. The assessment should be recorded where there are more than five people in the organization.

However, it’s not just your employer’s responsibility to find hazards in the workplace. Everyone has a part to play in reducing risks and it’s important to know what to do if you spot a hazard.

**Steps to Properly Reporting and Investigating Safety Hazards**

* Hazards can creep into even the safest workplaces.

Part of having a superb safety program is to have a thorough process for addressing the hazards.

Employees should be encouraged to look out for and report hazards, and you as a business leader should have an organized team trained to investigate and analyze incidents. Investigations allow you to take corrective actions that prevent repeat incidents.

It’s a good idea to make an announcement when a corrective action has been implemented. Knowing the safety program makes a difference gives everyone another reason to take pride in their workplace.

You can’t count on equipment, processes, supplies, surroundings, and people to stay the same. Even a subtle change can introduce new hazards.

Too often, hazards result in injury, illness, or property damage. The natural response is to ask why an incident occurred. Take time to encourage employees to report hazards and to explain how incidents and hazard reports are investigated.

1. **Define incident and near-miss**

An incident is an event that adversely affects the completion of a task. Incidents include events that result in injury or property damage. An out-of-the-ordinary occurrence that could easily have resulted in injury or damage can be considered to be a near-miss incident. Investigating near-miss incidents can prevent future injuries and damage.

Incidents can be generally classified as serious or minor, depending on the actual or potential outcomes. Even a near-miss incident can be serious.

1. **Introduce the importance of reporting hazards**

During your workday, you are in the best position to discover hazards on the job. Often a change in

the work environment can introduce a hazard. Hazards can also be created by such things as:

* Malfunctioning, poorly designed, or missing equipment.
* Faulty work procedure
* Lack of instruction
* Distraction or inattentiveness
* Always follow the facility’s procedures for reporting hazards so that the appropriate people can take action to correct them.

1. **Review the reasons to investigate hazards and incidents**

Prevention, not blame, is the motive behind investigating hazard and incident reports. By using the information gained through an investigation, a similar or perhaps more disastrous incident may be prevented. All incidents, regardless of the extent of injury or damage, need to be investigated.

A hazard or incident can impact many departments in an organization, so the reporting system should include a way to inform the managers of various operations, including safety, environment, human resources, production, scheduling, maintenance, purchasing, quality assurance, etc. A good place to start is to report hazards and incidents to the immediate supervisor. At this point, preliminary fact-gathering can start.

1. **Introduce the investigation team**

The members of the investigation team should be selected for their skills and knowledge. A variety of expertise is needed. One member may be an excellent interviewer; another can have an engineering background. Depending on the circumstances, non-team specialists may need to be included to make sure the investigation is effective.

Serious incidents can involve investigations conducted by outside agencies (OSHA, fire and police departments, insurance companies, etc.). The internal investigation team should cooperate with, and learn from, other investigators.

1. **Emphasize the need to start investigations promptly**

A reported hazard that puts employees in imminent danger must be investigated immediately. Less serious hazards still need attention, but a full investigation may be scheduled for a later time.

An area may still be hazardous right after an incident. It is important for everyone, including the incident inspection team, to follow the facility’s emergency action plan for rescues, evacuations, and other response activities until the area is safe.

An investigation should start as soon as possible when conditions are safe. Even before the incident site is accessible, the team can still start the investigation by identifying and interviewing witnesses.

1. **Explain the investigation process**

One person should be in charge of the investigation. The leader should define the scope of the investigation and assign tasks to team members. The team should start by compiling information on:

* + A description of the hazard or incident
  + Its location
  + Maps, diagrams, or blueprints
  + Damage estimates
  + Normal operating procedures
  + Events that preceded the incident
  + A list of identified witnesses

Next, the team needs to assemble necessary equipment and information sources to continue the investigation.

1. **Describe the references used during an investigation**

Written information to review can include procedures, instruction manuals, medical reports, inspection and maintenance records, training records, job safety analyses, exposure monitoring results, etc. Don’t forget the people who can provide valuable information. The team will want to interview the person who reported the hazard or incident, injured persons, witnesses, and supervisors.

1. **Explain the hands-on investigation process**

The team secures the location of the hazard or incident so that people are not endangered. The team restricts entry to the area so evidence is not disturbed. They take photos, mark locations on maps, measure distances, record time sequences, and collect samples for analysis. The team determines anything that was not normal before the incident, where and how the abnormality occurred, when it was first noted, and whether the situation was influenced by something from outside of the immediate area.

1. **Discuss how the causes of the hazard or incident are determined**

The team uses the information they have gathered to determine the direct and indirect causes of a hazard or incident. Typically, unsafe conditions and/or unsafe acts are involved, and several conditions contribute to the hazard or incident.

1. **Outline how the team makes recommendations and reports its findings**

Investigations determine not only what happened, but also how and why. Investigators want to recommend actions that will eliminate or control the hazards and prevent a recurrence of an incident. The team makes its final recommendations based on an analysis of all the evidence.

The team’s findings and recommendations are detailed in a written report. The report on a serious incident can be extensive. A report on a minor hazard should still be complete. A report should include:

* Background information on where and when the hazard was reported or the incident occurred, who and what was involved, etc.
* An account of the potential effects of a hazard, the type of incident, sequence of events, extent of damage, etc.
* An analysis of the hazards or incident’s causes
* Recommendations for immediate and long-term actions to remedy the hazard or prevent the recurrence of an incident.

1. **Explain how completed reports are used**

Management uses the report to decide on corrective action recommendations. It takes time to implement a corrective action, so it’s helpful to set up a timetable and assign someone to be responsible for keeping track of the progress.

A good way to identify areas that need more attention to safety is to periodically analyze the incident reports. And, in the case of an injury or illness, the reports can be used to help with OSHA’s record-keeping requirements.