

Description of Operations Manual

1. What Is It?

An *MTS* Operations Manual is a written document that describes the 'why' and the 'what' of a specific operating process.

1. What Is It For?

An Operating Manual can be used for the following purposes:

- ▶ Establishing Operating Standards
- ▶ Operating the Process
- ▶ Training on the Process
- ▶ Optimizing the Process
- ▶ Certification

2. What Does It Do?

The Operating Manual provides the requisite information about what people must *Do*, *Know* and *Use* (derived from the Competency Maps) in order to understand and operate the process to best standards.

3. What Does It Consist Of?

An *MTS* style Operating Manual consists of a descriptive section (the why, which provides the knowledge or understanding of the process) and a prescriptive section (the procedures which provides the what to do and how). The descriptive portion is based on the answers to *10 Key Questions™* (see more details on the right hand column). The procedures portion contains detailed work instructions including risks and safeguards on quality, safety, environment and costs. The manual includes text and figures.

4. How Does It Work?

Operating Manuals can be developed by *MTS* people or by customer people under the guidance of *MTS*. In the latter case, the writers need to participate in the *MTS* Course Write-To-Learn (see separate Fact Sheet).

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2:000 PROCESS DESCRIPTION (*10 Key Questions™*)

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- ▶ What Does It Consist Of
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- ▶ Problem Solving
- ▶ Risks & Safeguards

3:000 PROCESS OPERATION (Procedures)

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- ▶ Summary
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- ▶ Functional Block Diagram (Sub-Processes)
- ▶ Flow Diagrams (For Each Sub-Process)
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- ▶ Integrated Flows & Controls (Whole Process)
- ▶ Normal Operating Conditions
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6:000 EXHIBITS