

Writing a Better Work Instruction

Do's & Don'ts #1

- ▶ Write full sentences
- ▶ Write long sentences
- ▶ Start with filler words
- ▶ Include unnecessary information
- ▶ Use bullet points
- ▶ Use short statements
- ▶ Start with ACTION word (verb)
- ▶ Only include info needed to do the job



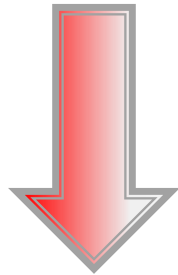
DON'T DO THIS



DO THIS

Example

We are only visually inspecting the flange area of the part for any porosity over 2mm in size caused by the casting process and rejecting if anything is found over 2mm .



- Inspect flange for porosity
- Reject porosity over 2 mm

Do's & Don'ts #2

- ▶ Write for a college graduate
- ▶ Write for a long-time employee
- ▶ Use industry terminology without explanation
- ▶ Write for a 6th grader
- ▶ Write for a first day employee
- ▶ PICTURES, PICTURES, PICTURES, PICTURES, PICTURES, PICTURES



DON'T DO THIS



DO THIS

Do's & Don'ts #3

- ▶ Leave pictures up for interpretation
- ▶ Use all one font size, color, format
- ▶ Print in black & white
- ▶ Use close ups, shapes, descriptions to highlight the photos
- ▶ Use color, bold, size to highlight important things
- ▶ Print in color



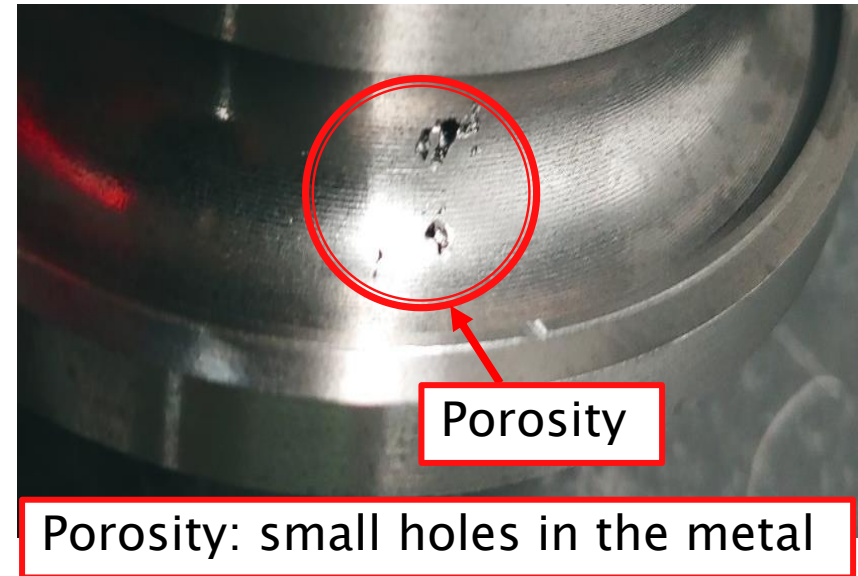
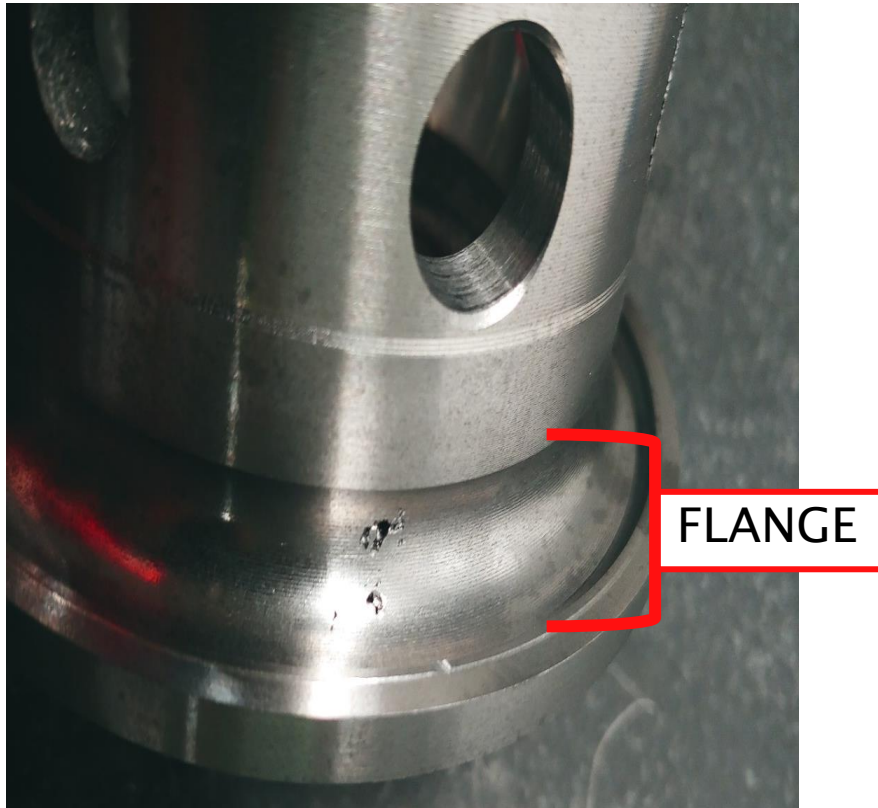
DON'T DO THIS



DO THIS

Example

Inspect flange for porosity



And, Finally...

- ▶ The instruction should be written exactly as you want the work performed by every inspector, every time
- ▶ Don't forget all aspects of the inspection from start to finish
- ▶ Use the Best Practices library
- ▶ Check your work before issuing to your people
- ▶ Verify instructions every time you are on location
- ▶ Watch this: [PB&J Instruction](#)

Click on the button below to take the quiz for this session.

QUIZ