[performance]

procedures development and management software

SkillForge procedures authoring software solves the biggest problems companies face in procedures development

program rollout planning and communications

procedures development and management software

strategic competency programs

curriculum development

employee communications

training development processes and software

behavioral safety analysis software and safety communications programs



Procedures development for individual units or the entire enterprise

SkillForge gives individual units or entire enterprises the development and document control tools to manage and distribute procedures.

Eliminating the difficulties operations personnel have with development

SkillForge is designed to make it much easier for operations personnel and non-professional writers to develop and manage procedures. Whether they work alone or with developers, technical personnel generally have some anxiety about, and little training in writing procedures. Even with templates, they face many decisions about content selection, content order and language that get in

the way of their primary role — supplying the technical information they know well. SkillForge is designed to eliminate those obstacles.

Creating a simple order and structure for information gathering

SkillForge breaks development into a series of simple requests for specific information that are easy for technical personnel to handle. Technical personnel can be very effective procedures developers when they can focus on supplying one piece of technical information at a time.

The requests begin with information that defines the procedure and moves to descriptions of the major tasks in the procedure. Next, they draw out the steps taken to accomplish each task.

With the core information built out this way, technical personnel can then go back to individual tasks and steps and supply more detailed information such as cautions and controls, equipment requirements, risk weightings, illustrations and personnel assignments.

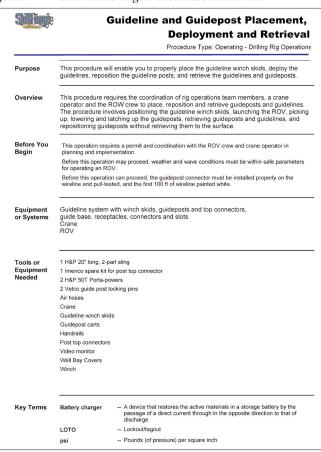
Filtering information to simplify development and make procedures more useful

Too often, procedures become "miniencyclopedias." Nonessential information makes it harder to see the flow of work and complete the procedure. It also slows writing because of the time spent processing extra information.

SkillForge provides a structure that filters information for relevance and priority and keeps it focused on action. It breaks apart large content blocks into smaller details that can be given their appropriate place in a procedure.

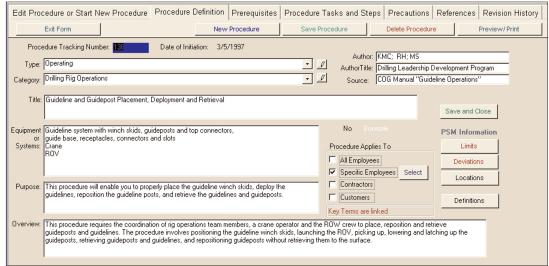
Intelligent use of writing services

One of the largest costs associated with



Procedure definiton page from block-format report. SkillForge provides a wide range of customizable outputs. Users can also develop their own formats.

procedures software



Procedure definition screen. Tabs organize data to follow the typical progression of development. Individual pages break information into smaller, logical units

procedures is the use of developers to interview technical personnel to elicit technical information, order and phrase it. SkillForge provides the guidance technical personnel need to define and order this information themselves. Writers can work primarily on style and language, after technical personnel create the core procedure.

Eliminating the production overhead of word processing and formatting text documents

Because SkillForge is based on a relational database, authors or clerical personnel enter information without formatting and in any convenient order. All formatting is automated through customizable reports. As soon as the information for a procedure is entered, it can be retrieved in a variety of formats. Changes only need to be input once and then automatically flow to all component documents.

SkillForge features include

- Process Safety Management data entry—equipment operating limits, deviation conditions, consequences and corrective actions
- Risk weighting for individual tasks
- Cautions, controls and performance notes for specific tasks and steps
- · References, key terms and definitions
- Definition of prerequisites and general precautions
- Personnel task assignments, by title

- Listing of equipment needed for specific steps
- Revision tracking—document authorization, ownership, approvals and reviews
- Automated production of multi-procedure manuals
- Pictures, diagrams, linked documents and on-line audio and video
- Wide range of standard output formats

Better quality information, more usable documents and the right information at the right time

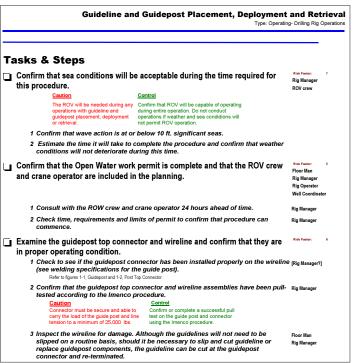
Users can access procedures when they need them, either directly through SkillForge or through Acrobat documents linked to an index. This means users can have a hard copy of the latest version for reference, for checkoff or to note recommendations.

For more information

For case histories, white papers and demos, please use the contact information to the left, or email us at enquire@follette.com.







Typical procedures page includes task and step cautions and controls, risk factors, notes and definition of responsible parties.