Sample documents revisited in Week 11.

In last week’s content we revisited the two sample documents from Week 8.

The purpose of this process was to establish changes that could be made to improve the quality of both the documentation and the standard of the workflow in the organisation.

The diverse nature of experience available from both students and lecturers makes this an interesting process during an interactive classroom discussion.

First, we consider in general terms the pressure vessel maintenance form from SLAC, and list some suggested changes. We then look specifically at the printer maintenance form and list a series of changes in keeping with improving standards and complying with best practices for these types of forms.

1. SLAC pressure vessel maintenance form

* Suggested changes or additions to the form could include:
* Drawing and revision numbers
* Company equipment or asset number
* Workflow sections and sign off per section for several sections
* Report number
* Report period – on the top right-hand corner of the document
* Consider splitting the current form into separate maintenance and repair forms.

We then looked at the printer form…

1. Printer Maintenance form

Suggested changes or additions to the form could include:

* Helpdesk ticket number
* List of consumables used for the printer
* IT Asset number
* Report period
* Time to resolve
* Firmware revision of the printer
* Title of signing person
* Advise if the issue was resolved or pending status

These changes are not exhaustive, certainly different groups of students could come up with different answers to this process.