



# POLICIES & PROCEDURES

## Navigate protocol to achieve peak performance

Operational excellence cannot be attained without a well-trained workforce equipped with the right policies and procedures. Procedures can be inconsistent and differ from location to location, or even shift to shift. And many times policies to enforce procedures are inadequate or non-existent.

TDS leverages our industry-wide expertise to develop unique methods and processes that help you manage protocol, increase productivity and improve safety. We offer a third-party perspective to identify gaps in your current practices, develop clear, effective procedures and create workflows to guide their proper and consistent use.

### **POLICIES HELP MANAGE EXPECTATIONS AND USE**

While policies can be unrelated to procedures and are not required by law, they play a pivotal role in the management and maintenance of procedures.

TDS performs a gap analysis to evaluate your current corporate and site policies and more. We also give you an independent perspective on how well they reinforce procedure use.

Our broad knowledge of industry best practices allows us to develop practical policies that are specific to our clients' operations and needs.



### **HOW IT BENEFITS YOU**

- Clear guidelines that help avoid costly mistakes and misunderstandings
- Increased efficiency, effectiveness and consistency of procedures
- Guidance from a neutral, third-party perspective
- Less time spent on knowledge transfer and training

### A PROVEN METHOD FOR PROCEDURE DEVELOPMENT

Our ultimate goal is to make sure you have the right procedures in place to prevent costly errors and injuries and increase productivity. We achieve this through a process that allows us to develop a custom solution for each client and each location.

1. **Audit**—TDS uses a quantitative audit method to determine the procedures that are crucial for unit operations.
2. **Develop (no existing procedures)**—TDS employs a proprietary method that utilizes cognitive development theory to create effective, specific and clearly written procedures that can be repeatedly applied with consistency and safety.
3. **Update/Edit (existing procedures)**—TDS performs a gap analysis, compares existing procedures to industry best practices and OSHA standards, and offers recommendations on what updates should be made to current procedures to increase safety, compliance and efficiency. We also supply the resources needed to make the necessary updates.
4. **Train**—TDS trains our staff of former operators and engineers in procedure development; we also train our clients on procedure writing and how to enforce the procedures through policies and other methods.
5. **Maintain**—TDS uses a proven approach for tracking the effectiveness of procedures in order to determine what updates need to be made, and provides manpower to keep the procedures up to date.



Contact TDS or visit us at [TDSHOU.com](http://TDSHOU.com) to learn how we can help you prepare for any situation by arming you with effective procedures and policies.

### WHY TDS IS DIFFERENT

#### Expertise

We offer clients a team of performance specialists with industry, technical, human performance and adult learning expertise. This depth of experience allows us to provide a third-party perspective.

#### Flexibility

Our responsiveness and resources allow us to quickly adapt and tailor every service to our clients' specific needs.

#### Comprehensive

We are a full-service provider that offers solutions for every level of your organization, from new hires to seasoned managers.

#### Innovation

From classroom instruction to simulator training, our blended learning methods incorporate the latest technology and industry standards.