

Where do I get started?

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SOPs - Where do I get started?

Ask this Question

What activities, procedures and protocols should be addressed by a SOP?

Answer Becomes Obvious

Every activity undertaken more than once

Examples of Collection System Activities, Procedures and Protocols that Should be Addressed by SOP's

- Cleaning – light, heavy, jetting, rodding, flushing, etc.
- CCTV Inspection - NASSCO PACP, or other performance and defect coding standard
- Manhole Inspections - NASSCO MACP, or other defect coding standard
- Flow monitoring – temporary, long-term
- Sonar, Laser, and other specialty inspections
- Pump maintenance
- Force (pressure) main valve maintenance

Who Should Be Involved With Writing & Reviewing SOPs?

The answer to the question of who should be involved should hold true for work performed with internal staff or for work performed by outside contractors

- People who use and analyze the information and data gathered during operations and maintenance activities
- People who actually perform the activities
- People who supervise and manage the people who perform the activities
- People who contract out activities
- Information Technology input and guidance for data definition, management, archiving, and storage

What Level of Detail Should be Included in a SOP?

Questions to Ask:

- Why are we doing this activity?
- What do we need to learn from performing the activity or having it performed?
- What do we need to report to others after performing the activity?
- What would someone else other than me need to know to perform this activity?
- What would someone else doing my job need to know to get the desired and defined results?

Think of writing a script for performing the activity

What Do You Want to Accomplish? Scripting Sets Expectations and Defines Results. MH Example

- What Type of Manhole Inspection?
 - Surface visual inspection
 - Surface inspection with pole mounted zoom cameras
 - Surface inspection with drop down digital scanners
 - Confined space entry inspection
- Who is responsible for what during inspection?
- Pictures and forms documenting inspection
 - What equipment should be used?
 - What pictures should be taken and in what order?
 - Who should take the pictures and fill out forms?
 - How should the pictures be organized and by whom?

Industry Standard Term Usage and Sensitive

- Industry Standard Words and Terms
 - When to use them
 - When not to use them
- Sensitive words to avoid
 - Words that are **ABSOLUTES**, examples:
 - **ALL** and **EVERY** – as in clean and inspect **ALL** pipelines **EVERY** year
 - **100%** - as in clean and CCTV inspect **100%** of the system
 - Words that are **ENCOMPASSING**
 - **FULLY**, **TOTALLY**, **COMPLETELY** – as in fully maintain, totally inspect, or completely clean

SOPs Need to be Relevant, Useful and Current

- Keeping SOPs relevant and useful to the intended audience
 - Know your audience
 - Seek continuous improvement
 - Encourage full cycle feedback
- Assigning ownership and responsibility for planned and periodic future review, editing, and creation of new SOPs
 - Supervisor or manager – primary
 - O&M Staff
 - Planning and/or engineering staff using results and data

On What Frequency Should SOPs be Reviewed, Modified, and Edited?

Take a continuous improvement perspective

- Are SOPs well defined, understood, documented, being followed, and successfully performed?
 - If no, revisit, reshape, redefine
 - If yes, move to periodic spot checks

Set Goals for Review, Modification and Edit

- Frequently (daily?) at beginning of use
- End of the each month, until routine
- Annually, even if routine

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Questions?