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port terminals



TRANSNET PORT TERMINALS – SOP DEVELOPMENT PROCESS

INTRODUCTION



- THIS DOCUMENT IS DESIGNED AS A DISCUSSION DOCUMENT TO HIGHLIGHT THE PROCESS, CHALLENGES AND LESSONS LEARNT FROM THE SOP DEVELOPMENT PROJECT IMPLEMENTED AT TRANSNET PORT TERMINALS FROM 2010-2012

PROJECT HISTORY



TPT needed to develop standard operating procedures for the development and assessment of their maintenance staff in all terminals.

- The project aimed to deliver on the following across the then 10 operating terminals of the operating division.
- Assessment Guides to be developed – 327
- SOP's to be developed – 2963
- Total amount of documents to developed – 3672

The project was fluid – in that the scope and the deliverables changed a total of 14 times in the 3 years

WHAT IS A SOP?



- Documented, logical set of instruction on
- how to conduct a specific task or set of task
- with a definite outcome

WHAT IS A SOP?



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What is in the name?

- Standard
- Best
- Safe
- Prescribed



- Operating
- Work



- Procedure
- Instruction

WHAT IS A SOP?

Uses of an SOP

- Standardization of tasks
- Ensure consistent implementation and completion of tasks
- Ensures quality standards are met
- Provides legal compliance
- Used to Train individuals
- Benchmarking of processes (External)
- Planned Job Observations and QA



DEVELOPMENT OF SOPS



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Hierarchy of QA documents

The List of SOPs must be derived from the Company Vision and Mission

SOP must refer to Supporting documents



DEVELOPMENT OF SOPS



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Role Players

Process Owner

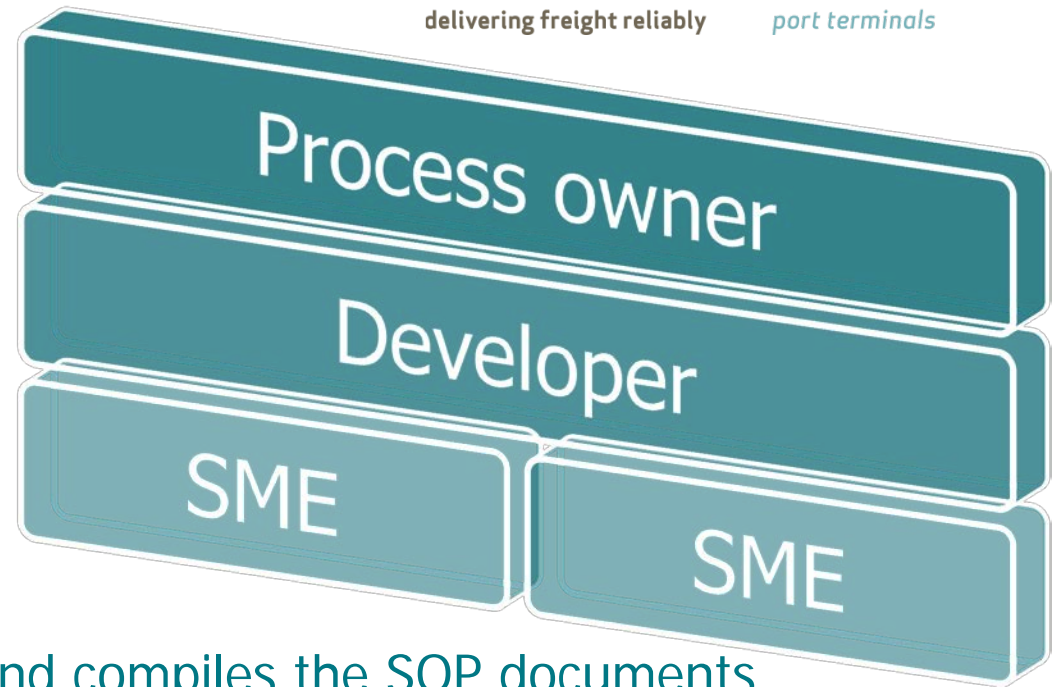
- Owns the process and must approve all SOP,s
- Must be primary driver and will be accountable for the quality and delivery of the SOPs

Developer

- Gathers the information's and compiles the SOP documents
- Must have good written and verbal communication skills

Subject Matter Expert



- Provides the input and expertise that must be captured in the SOPs
- Is the primary source of information



DEVELOPMENT OF SOPS



What should be in the SOPs

No.	Action	How	Why	SHEQ Risks / Criteria	Observation	
					Yes	No
1.	Receive washed brake cylinder. 	1. Delivered in a hand push trolley.	1. To start with recon process.	Brake cylinder clean and all components present.		
2.	Strip Knorr brake cylinder. 	1. With hand tools remove cylinder cover, spring and piston. Strip seals from piston.	2. To dismantle each component for refurbishing.	Cylinder cover is under pressure and must be released carefully.		

PROJECT CONSIDERATION

Challenges



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- Necessity of SOPs
- Role clarification
 - Ownership of the process and deliverables
 - Dedicated developers
 - Limited involvement
- Sign off
- Logistics
- Quality control
- Implementation of SOPs

PROJECT CONSIDERATION

Lessons learnt



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- Ensure that each section is fully briefed
- Clarify role formally before you start
- Keep the team lean and focused
- Ensure full time commitment
- Project plan every detail, including implementation
- Ensure continuous quality control
- Define the level of detail clearly

ANY QUESTION?

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