

Self Learning Program



B-QUAL

Unit 1 – Exercise 1, Work Instructions

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PREPARING YOUR QA MANUAL

1. Work through the Self-Learning Program at your own pace.
2. Read each objective and instructions thoroughly before putting pen to paper
3. Follow the instructions
4. **KEEP IT SIMPLE**
5. Use the self-checks and sample procedures to guide your thoughts and help you develop your procedures.

This will not be your QA Manual. However it is important that you describe the procedures that you utilise whilst ensuring you comply with the requirements of B-QUAL.

QUALITY ASSURANCE (QA) MANUALS AND PROCEDURE WRITING

Objective:

When you have completed this section, you should be able to explain the benefits of a quality manual and be able to write procedures for your own QA manual.

Purpose:

The purpose of the section is to provide information on the QA Manual and outline the key steps in writing a Procedure.

What is a QA Manual?

A QA Manual is simply a collection of procedures. Your B-QUAL Manual includes the FSP or RMP (HACCP) and also your Work Instructions that amount to support programs that allows your system to work how you want it to. Upon completion, your QA Manual will represent a collection of procedures or work instructions (they are the same thing) that explain (in detail) how particular jobs and activities are carried out at your enterprise whilst ensuring compliance with industry standards.

Why have a QA Manual?

Most organisations and businesses regardless of their size, need a quality system of some type to gain positive control over their operation.....beekeepers are no exception.

Documenting procedures ensures that jobs and tasks are completed the same way every time, and provides a backup for when the person normally responsible for ensuring jobs are completed is not available.

Written instructions or procedures can prevent many problems:

“I thought you said.....”

“I did not know where that was kept”

“No one told me that I had to do it that way!”

Sound familiar??

The Benefits:

- effective communication – if the boss is away, staff simply refer to the QA Manual for instruction.
- provides clear and easy to understand instructions
- provides staff with a better appreciation of the enterprise
- useful when training new or temporary staff
- reduces the possibility of mistakes being made
- information in writing is less likely to be forgotten or misunderstood

Remember

For your QA Manual to be of any real value to you and your enterprise, it must reflect the way you and your enterprise operates.

The writing of a QA Manual can be an uninteresting task – **BUT** only if you let it.

You are only recording activities that are regularly undertaken by you. The recording of these activities may also help you see opportunities for improving your management practices.

Procedures or Work Instructions

What is a Procedure?

A procedure is a written instruction that describes what has to be done, by whom, when, how and where. In other words, it contains all the information that a person undertaking a job needs to know. Note that Procedure and Work Instruction are used interchangeably. In B-QUAL both terms are recognised equally and may be used.

Why Use Procedures?

There are usually four ways that a job can be performed:

1. What people think is being done;
2. What is actually being done “most of the time”;
3. The short cut; or
4. What should be done.

Remember

The QA Manual addresses your business. Documenting procedures will help you and your staff complete tasks in a way that you want them done.

The Benefits:

- Writing down “the way things should be done around here”, is a proven and recognised way to ensure there is agreement on what should be done and how to do it
- Putting things in writing means that you do not have to rely upon someone else’s memory (or your own).
- Work instructions are great training tools.
- Procedures ensure useful information is always available to staff.

Writing Work Instructions

Writing procedures require people to think about what they do, how they do it, why they do it and to what standard. People often find this an interesting exercise, and come to realise that the so-called “straight forward jobs” are not really all that straight forward.

Involving other people in writing procedures is a good idea. In using the additional skills and wisdom of others, you are likely to identify a better way of doing each job. This sharing of ideas can lead to savings in time and money.

RULE # 1 Keep your procedures SIMPLE

Steps to follow:

1. Write down in simple steps, what actions you take when carrying out the job or activity.
2. Review the steps you have recorded and check that all the important steps are noted.
3. Number each step in the order in which it occurs (eg. 1, 2, 3.....).

Procedure Writing Exercise

Objective:

To prepare and write a procedure for making a cup of tea.

Instruction:

1. In the space provided below, list the key steps involved in making a cup of tea, numbering each step as it occurs.

Actions:

2. Review the steps you have recorded and check that all important steps are listed.
3. Number each step in the order in which it occurs (1, 2, 3.....).

SELF CHECK

Does your procedure include the following

- | | |
|--------------------------------|--------------------------|
| A cup? | <input type="checkbox"/> |
| A jug? | <input type="checkbox"/> |
| Tea? | <input type="checkbox"/> |
| Water? | <input type="checkbox"/> |
| Milk & Sugar
(if required)? | <input type="checkbox"/> |
| Main steps of actions? | <input type="checkbox"/> |

Do your steps follow in a logical order?

If you have answered yes (✓) to all of the above points, it is likely that you have put together a sound procedure for making a cup of tea.

Now check your procedure against the following sample procedure.

Sample procedure for making a cup of tea

Actions:

- Fill jug with water
- Boil the water
- Select a cup
- Place tea bag in cup
- Add boiling water
- Leave for 30 seconds to draw
- Remove tea bag from cup
- Add milk and sugar to suit and stir.

This procedure for making a cup of tea is probably not the same as the one you have written, which illustrates the point that there is more than one way to get the job done. What is important is that the main steps are in logical order and that the end result is the same. You may write your work instructions in a way that suits you. For the purposes of B-QUAL it is important that you establish a routine that works for you and then use this for all procedures. The process will become routine and you will get faster at the task. This is your procedure for writing a procedure.

Operational and management procedures will differ from beekeeper to beekeeper, however, it is important that procedures reflect the way you get things done.

The procedure writing exercise you have just completed may appear to be very basic and overly simplistic. However, in reality, the procedures that you will write for your QA Manual can be just as simple and be very effective.

The amount of detail included within your procedures is up to you and largely depends upon what you think you need to include ensuring that a procedure is self-explanatory and able to be effectively completed by those people reading the procedure.

Your procedures must be auditable; this means the outcomes must be measurable and meet the requirements of the Program.

What Should a Procedure Look Like?

How you present a procedure is also up to you, although it is important when writing a procedure that it includes the following information:

- Page Number/Procedure number
- Approval Date
- Author/Authority
- Procedure Name
- Who is responsible for the procedure
- Where the procedure is generally carried out
- When the procedure is to be used
- Reference Documents
- Actual Steps/Actions to be taken.

In the B-QUAL program the procedure (work instruction) style is provided. An example follows below for your reference. You may change the style and presentation as much as you want; just be sure that the work instructions are still an auditable document.

Procedure Writing Summary

- ✓ Where possible, call upon the skill and wisdom of others when preparing your procedures.
- ✓ Keep your procedures simple.
- ✓ Write down the main steps you take when carrying out the job or activity.
- ✓ Review the steps you have recorded and check that all of the important steps are noted.

- ✓ Ensure that all relevant reference information is documented within the procedure.
- ✓ Number each step in the order in which it occurs (1,2,3...)

Contact the B-QUAL Help line if you have any questions on ☎ 1800 630 890.

WORK INSTRUCTIONS FOR BEEKEEPER ACTIVITIES

Objective:

To write a work instruction for each beekeeper activity that is practical, auditable and reflects the operation of the beekeeper.

Background:

This section deals with the activities generally associated with the day to day operation of the beekeeping enterprise. To satisfactorily complete this section it is suggested that you follow the instructions and simply record **what you do at your enterprise.**

As mentioned earlier; before you delete a step within the B-QUAL templates, you should consider if there are alternative steps that you take in that process. You need to amend the procedures to show what you actually do.

Question:

How do I deal with work instructions that are provided in the B-QUAL course material that does not relate to my enterprise?

Answer:

If an activity is not relevant to your enterprise, it is suggested that you do one of two things:

Option 1 - Include the procedure in your Quality Manual, including a page number and “not applicable” in the “ACTIONS” section of the procedure page. By including a page in your manual for each activity, you are ensuring that each activity is covered and you have made provision for any changes that you may make in the future to how you operate your enterprise.

OR

Option 2 - Record the action you feel you would take if required to do so.

Example Work Instructions

Sample Work Instructions:

A sample procedure for EACH activity is included in Section 2.3 of the B-QUAL Approved Supplier Manual supplied with this Program. Each procedure will not be repeated in this section. You may wish to refer to these sample procedures if you are unsure as to what should be included within a procedure.

Please note that the sample procedures are GUIDES ONLY and may not reflect how you do things at your enterprise.

It is important that the procedures that you write for your enterprise reflect how you operate your enterprise.

Remember.....

There is no right or wrong way as to how you operate your business, the only important thing is that your management practices cover all of the requirements of B-QUAL.

*How you implement or meet the requirements of B-QUAL
is up to you.*

Work Instruction Breakdown:

Procedures should include:

- Page Number
- Date
- Author
- Procedure Description
- Who is responsible for the procedure
- Where the procedure is generally carried out
- When the procedure is to be used
- Reference Documents
- Actual Steps/Actions to be taken.

Work Instruction Header:

Work Instruction 01	APIARY OPERATION	Version: 1.0 Page: 1 of 1	Approved: Date:
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Work Instruction description/scope statement:

Purpose:	To ensure the best possible management practices for effective apiary operation.
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Introduction:	<p>Beehives are maintained at various locations. Workers visit sites as required and check for production and disease status. Harvesting and any treatment are completed and monitored at each site and hives are relocated to different sites as required. Activities are recorded.</p> <p>Water supplies for apiary sites are checked. Adequate floats are available if required for the prevention of drowning.</p> <p>Artificial feed is used to maintain hives when required. Details of products and use are recorded. Observations determine effectiveness and management strategies.</p>
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By its nature this procedure is vary broad. In this case the purpose allows this process to be flexible. In the introduction, the procedure further specifies a broad objective for the procedure.

Note that this format is consistent with all SAMPLE procedures.

You may amend these templates as you see fit to reflect your operation.

Steps to the procedure with responsibilities:

Action
<p>Owner / Manager</p> <ul style="list-style-type: none"> • Responsibility for staff employment and all training needs. • Discuss quality assurance requirements with all workers and ensure that they sign the quality policy statement. • Monitors all procedures / records and ensures Corrective Action (Record 10) is used when necessary. • Reviews procedures on an on-going basis. • Orders materials as required. • Maintains the Apiary Site Record (Record 01).
<p>All Workers</p> <ul style="list-style-type: none"> • Become familiar with the quality assurance program. • Undertake training as required. • Perform tasks only after appropriate training. • Observe hives for disease symptoms as part of daily work routine and notify the manager if problems occur. • Maintain truck, bobcat and pallets in a clean condition (vital to minimise seed spread). • Remove external foreign objects from hives and repair or replace broken hives. • Replace and recondition or discard broken boxes/frames and hive components. • Move hives to new sites as required (Record 01). • Harvest honey when ripe. Ensure that at least two thirds of the total comb is sealed. Moisture content must be low enough to avoid fermentation. • Use bee brushes for brushing combs (wash brushes regularly in clean water to prevent contamination). • Clear bees from supers with a clearer board and blower. Use smoke sparingly. No use of bee repellents. Phenol is prohibited. • Direct exhaust from motors away from air intake of bee blowers. • Maintain hive components in a clean condition. • Prevent frames from coming into contact with the ground by using inverted hive lids or clean metal / plastic. Cover supers top and bottom to prevent robbing and avoid contamination of honey from dust, rain and insects. • Remove physical contamination from frames of combs by brushing and scraping. • Use clean water for washing hands. • Wash hands with water and soap after ablutions and before handling hives or hive products. • Replace combs used for honey storage at regular intervals. It is important to replace brood nest combs. • If necessary use Queen excluders to separate brood from honey storage combs. • Record activities and complete action lists as required. • Air supers that have been chemically treated for wax moth control before placing them back onto hives. • Observe hive strength, food resources and queen age. Take corrective action when required (Record 10).

REVISION

- Step 1: In the SAMPLE procedures provided at section 2.3 of the B-QUAL Approved Suppliers Program, address the key steps that you take when undertaking these functions within your enterprise. Either mark changes with pen and ink; or amend them on the electronic version provides.
- Step 2: Review the steps you have recorded and check that the key steps are recorded and that all references are included.
- Step 3: (optional) Number each step in the order in which it occurs (1,2,3...)
- Step 4: Copy the steps you have recorded onto a blank procedure page included in the yellow folder provided. Or amend the work instruction provided.
- Step 5: Complete the details in the header (top part) of the procedure page. Make sure each one is signed and dated.
- Step 6: Ensure that any records and other reference documents are included in the quality system.

Sample Procedure:

A sample procedure is provided on the following page. Use this sample as a guide for checking your own procedure. ***Remember, it is a guide only and should be adjusted to suit your enterprise.***

Work Instruction 01	APIARY OPERATION (SAMPLE ONLY)	Version: 1.0 Page: 1 of 1	Approved: Date:
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Purpose: To ensure the best possible management practices for effective apiary operation.

Introduction: Beehives are maintained at various locations. Workers visit sites as required and check for production and disease status. Harvesting and any treatment are completed and monitored at each site and hives are relocated to different sites as required. Activities are recorded. Water supplies for apiary sites are checked. Adequate floats are available if required for the prevention of drowning. Artificial feed is used to maintain hives when required. Details of products and use are recorded. Observations determine effectiveness and management strategies.

Action

Owner / Manager

- Responsibility for staff employment and all training needs.
- Discuss quality assurance requirements with all workers and ensure that they sign the quality policy statement.
- Monitors all procedures / records and ensures Corrective Action (Record 10) is used when necessary.
- Reviews procedures on an on-going basis.
- Orders materials as required.
- Maintains the Apiary Site Record (Record 01).

All Workers

- Become familiar with the quality assurance program.
- Undertake training as required.
- Perform tasks only after appropriate training.
- Observe hives for disease symptoms as part of daily work routine and notify the manager if problems occur.
- Maintain truck, bobcat and pallets in a clean condition (vital to minimise seed spread).
- Remove external foreign objects from hives and repair or replace broken hives.
- Replace and recondition or discard broken boxes/frames and hive components.
- Move hives to new sites as required (Record 01).
- Harvest honey when ripe. Ensure that at least two thirds of the total comb is sealed. Moisture content must be low enough to avoid fermentation.
- Use bee brushes for brushing combs (wash brushes regularly in clean water to prevent contamination).
- Clear bees from supers with a clearer board and blower. Use smoke sparingly. No use of bee repellents. Phenol is prohibited.
- Direct exhaust from motors away from air intake of bee blowers.
- Maintain hive components in a clean condition.
- Prevent frames from coming into contact with the ground by using inverted hive lids or clean metal / plastic. Cover supers top and bottom to prevent robbing and avoid contamination of honey from dust, rain and insects.
- Remove physical contamination from frames of combs by brushing and scraping.
- Use clean water for washing hands.
- Wash hands with water and soap after ablutions and before handling hives or hive products.
- Replace combs used for honey storage at regular intervals. It is important to replace brood nest combs.
- If necessary use Queen excluders to separate brood from honey storage combs.
- Record activities and complete action lists as required.
- Air supers that have been chemically treated for wax moth control before placing them back onto hives.
- Observe hive strength, food resources and queen age. Take corrective action when required (Record 10).

SELF CHECK

Does your procedure include:

- **a page number;**
- **purpose and scope;**
- **your initials as author;**
- **procedure name;**
- **key steps in action;**
- **issue date;**
- **roles and responsibilities (who does what);**
- **references (where applicable).**

If you have ticked all points; you have completed this section.

▶▶ GO TO — Exercise 2