

Operations Manual

Use this manual to run day-to-day work consistently across the covered site or service. Complete the process map first, then repeat the task and checklist modules in work order. Record approved standards, handoffs and exceptions without inventing targets or service commitments.

Complete bracketed fields with approved information. Duplicate modules and rows as needed; record the reason for any section marked not applicable.

Document [ID and revision] **Owner** [Role] **Scope** [Organization, site or product]

Effective date [Date] **Approval** [Controlled record] **Next review** [Date or trigger]

Introduction

Manual boundary	Operating context
Purpose sites and functions	[Covered service, product, location and desired outcome]
Audience exclusions and interfaces	[Roles, boundaries and related manuals]
Finding current instructions	[Controlled location, index and version check]

Organization and responsibilities

Role or process owner	Work and decision authority	Handoff and escalation
[Role]	[Task responsibility and deviation authority]	[Receiving role and required information]
[Supervisor or support role]	[Oversight, resources and checks]	[Decision route and record]

Policies and operating standards

Standard or rule	Exact requirement or recommendation	Measure and supporting document
[Operating policy]	[Approved must, should or may wording]	[Procedure and check]
[Service or quality objective]	[Approved value, unit and scope]	[Measure definition and evidence]

Operations overview

Process and trigger	Inputs activity and outputs	Next process and acceptance
[First process]	[Required input and resulting output]	[Handoff, receiving role and criterion]
[Next process]	[Input, activity and output]	[Successor or end condition]

Health safety and emergency

Hazard security issue or emergency	Approved control and immediate action	Procedure and verified contact reference
[Site-specific condition]	[Protective action, warning or PPE]	[Controlled procedure and reporting route]
[Emergency]	[Approved alarm, evacuation or assistance arrangement]	[Verified site reference]

Core operations

Repeatable operating task

Task setup	Complete for one work activity	
Process task and trigger	[Opening, routine, periodic, shutdown or non-routine task]	
Role and prerequisites	[Authorization, inputs, tools and required starting state]	
Standard and precautions	[Governing rule and exact warning before affected step]	
Step	Action and performing role	Expected result and check
1	[One action in execution order]	[Observable result]
2	[Decision: if criterion then action, otherwise route]	[Outcome and exception]
3	[Record result and hand off]	[Form, receiving role and acceptance]

Opening closing or handover checklist

Item in walkthrough order	Acceptance criterion	Result and follow up
[Area or control]	[Approved condition]	[Complete, exception or not applicable; evidence]
[Outstanding work or risk]	[Information and ownership confirmed]	[Receiving role and action]

Support operations

Support activity	Procedure resources and responsible role	Completion and handoff
[People and training]	[Competence and assignment process]	[Record and authorization]
[Maintenance or facilities]	[Approved schedule and task reference]	[Work result and release]
[Purchasing suppliers or inventory]	[Request, approval and receiving checks]	[Record and stock handoff]
[Systems tools or customer communication]	[Access, support or message procedure]	[Verification and escalation]

Monitoring records and reporting

Measure or inspection	Definition method and adopted frequency	Record review and action
[Performance measure]	[Formula, source, unit and approved target]	[Owner, report and response]
[Inspection or audit]	[Scope, criterion and evidence]	[Finding and corrective action]

Operating record register

Record and producing task	Required content and storage	Access retention and review
[Log, report or form]	[Fields, location and controlled version]	[Adopted rule and reviewer]
[Shift or service record]	[Work, exceptions and handoff]	[Review and retention]

Problem handling and improvement

Observable problem	Diagnostic check and immediate handling	Recovery verification and escalation
[Supply shortfall, outage, service failure or complaint]	[Approved check, containment or workaround]	[Success criterion and receiving role]
[Nonconforming result]	[Hold, correction or rework rule]	[Disposition authority and record]

Corrective action and change request

Issue and evidenced cause	Proposed action and impact	Approval and effectiveness
[Record ID, facts and root cause]	[Action, affected tasks, training and resources]	[Authority, implementation and follow-up check]

Reference and appendices

Reference item	Exact operating information	Applicable task and version
[Schedule or specification]	[Value, unit, condition and source]	[Task IDs and controlled revision]
[Equipment supplier or forms index]	[Verified identifier and controlled location]	[Owner and last verification]
[Term or abbreviation]	[Organization-specific meaning]	[Defining source]

Operational readiness review

- ☐ Core tasks, supporting resources, standards and handoffs agree.
- ☐ Checklists record exceptions and procedures define the next action.

Reviewer role	Decision and date	Approval reference and open actions
[Operations authority]	[Approved or returned]	[Record and next review trigger]