

Essential steps to design work better



What is a work procedure?

A logical **step-by-step** way of doing things, e.g. using written instructions, checklists or flow charts



Why are they important?

Well-designed work procedures are **essential** to help teams deliver safe, **efficient** and person-centred care



What are the challenges?

Work procedures are often highlighted as **problems** when things go wrong. Too often they are hard to follow, difficult to find, never used, not relevant or not needed at all

How to improve the design of work procedures



Create

01

- ✓ Ensure it's needed
- ✓ Involve the whole team at every stage
- ✓ Identify hazards
- ✓ Capture how your work is really done
- ✓ Ensure it's easy-to-follow



Test

02

- ✓ Ask people who will use it to test it
- ✓ Use feedback to improve it
- ✓ Repeat until everyone is happy with the procedure



Use

03

- ✓ Train people in its use
- ✓ Spend time putting it into practice
- ✓ Make sure it's easy to find
- ✓ Share it with others



Review

04

- ✓ Review regularly
- ✓ If it's not being used, understand why
- ✓ Update it if it no longer reflects how you really work

For more see the **10 key steps to designing work better process journey**

[Download 10 Key Steps](#)

Read the full guidance on **human-centred design of work procedures**

[Download guide](#)

