



SpeakDOC®

Procedures at the speed of sound

SpeakDOC® (Patent Pending)

Rapid Procedure Development

At TTG, we have been creating operating procedures for over thirty years. We know the things that work and the things that don't.

Our experience has shown that traditional procedure development is time consuming and ineffective.

- Procedure writing consultants aren't accurate. Your best-practice experts are the **ONLY** ones qualified to write procedures.
- Companies do not have the time or resources to take their experts out of the workplace so that they can create procedures.
- Employees who are chosen to write procedures get bogged down by process, complexity, and simply the act of writing.

What is SpeakDOC?

SpeakDOC is a process where we teach your best-practice employees to verbally record their standard operating steps onto a digital recorder. We then transcribe their voice recordings and enter the steps into an OSHA-compliant procedures template that you have approved. Each procedure is then put online in a customized TRACCESS FIND search index, where your employees and their peers and supervisors can validate them.

SpeakDOC is our innovative approach to RAPID procedure development.

We are not here to talk about the best way to write procedures. We are about execution. We are here to help you create the safest, most accurate procedures faster than anyone else, hands down.

There are three keys to the innovation and success of SpeakDOC.

1. Our experience and methodology, including CAP® profiling, which allows us to rapidly analyze your needs and expedite your procedure development.
2. Our innovative procedure-capture methods using specialized microphones & digital recordings of your experts on the worksite and our highly streamlined transcription and validation services.
3. The sustainability of our product. Not only can we help you manage a maintenance plan for your procedures, our CAP profiling also gives you the architecture for a complete competency system in TRACCESS, where you can track if your employees are performing your procedures to standard.



Phase 1 - Requirements and analysis

The SpeakDOC team meets with you, performs a needs analysis and determines whether you have a working list of required procedures (Required Procedures Development List-RPDL).

CAP® profiling (optional-required if no RPDL)

If you do not have a list of procedures to create we can help you create an RPDL using our Competency Analysis Profile (CAP) method. At the end of a CAP session you will have a map of your processes and tasks, and a list of all of the procedures you require and which need to be developed.

Phase 2 - Process validation and signoff

You and the SpeakDOC team validate that your RPDL is accurate and assign SpeakDOC experts to each procedure to be captured. At this time we will also assess exactly what recording methods will best fit work culture, and you can view and tailor our OSHA standard procedure template.

Phase 3 - SpeakDOC Training

Your experts will be trained in verbalization skills and template tags during ½ day sessions and given one-on-one coaching at the worksite. Training manuals and wrist coaches are also provided for easy reference.

Phase 4 - SpeakDOC Procedure Capture

At the worksite, experts record the steps in their assigned procedure, while following the verbalization training, and submit the digital files to either the field coordinator or the transcription center. A variety of recording methods may be used depending on the procedure and the worksite culture.

SpeakDOC Field Coordination (optional)

Field coordinators provide onsite project management, ongoing training, file management and equipment calibration. We have found that procedure creation takes 20% longer without a field coordinator.

Phase 5 - Transcription and Validation

The voice recordings of the Expert's procedure steps are sent to our transcription centre and entered into the OSHA-compliant template and then placed in TRACCESS FIND, our online search index, for validation. You can determine the level of verification for the procedures (operator-validated, peer-validated, supervisor-approved).

Sustain Plan - Optional

With your RPDL, you can easily keep track of the status of your procedures and we can even help you set up a recurring validation plan. With the CAP process map, you can also create a complete competency management system in TRACCESS® and link directly to your procedures. Not only will your procedures be OSHA-compliant, and up to date, but you will know exactly which employees know how to perform them to standard.

What is an RPDL?

A Required Procedures Development List (RPDL) is a list of all of the procedures your company needs to operate. It details the name of each procedure, the best-practice experts for that procedure and the state the procedure is in (has it been developed, does it need validation, is it incorrect?). Without an RPDL you have no idea which procedures to develop and when. The RPDL is the first step to expedite the procedure creation process. If you don't have one, we help you create one quickly with our CAP profiling.