

## Implement organisational procedures in land-based engineering

**Overview**

This standard covers the implementation of organisational procedures in land-based engineering. It includes the role and responsibilities of employees and the organisational systems and procedures found within the workplace (e.g. organisation structure, communication, storage and retrieval of information, reporting and recording information appropriately).

It also includes the procedures within land-based engineering organisations relating to planning, completing and the administration of work activities within the job role, e.g. service and maintenance operations, pre-delivery inspections, machinery appraisal inspections, warranty systems and operations, parts operations, technical reporting, timesheets, job cards and mileage records.

This standard is for those who work in land-based engineering.

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### Performance criteria

You must be able to:

1. apply relevant **organisational procedures and policies** in the land-based engineering workplace
2. report clearly using the appropriate channels, which could include verbal, written, or electronic methods
3. implement the relevant organisational procedures to control the **tasks** being undertaken
4. complete the **administration** relevant to the task
5. follow warranty procedures in line with manufacturers' and suppliers' requirements
6. access, file and store technical documentation and electronic data
7. install software updates as appropriate
8. write **reports** and record technical information

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### Knowledge and understanding

You need to know and understand:

1. the organisational procedures and policies relevant to your role and **why they are necessary**
2. why manufacturers' procedures and policies are necessary
3. your personal role, liabilities and level of responsibility within the organisation
4. how to apply procedures and plan to complete a given task
5. the methods and routes of communication within the department and organisation
6. how to access electronic and hard-copy catalogues and the organisational procedure for obtaining parts
7. warranty procedures, terms and conditions
8. the methods used to file and access technical information, diagnostic software, documentation and procedures required to undertake a task
9. how to complete work-related documentation
10. how to compile reports and record information for use by others, which could include the organisation, colleagues, manufacturers and the customer

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## Glossary

**administration** - e.g. timesheets, job cards, parts requisitions, mileage records, service records, pre-delivery inspection sheets, machinery appraisal sheets

**organisational procedures and policies** - e.g. employee's handbook, organisational policies and guidance documentation

**reports** - e.g. technical reports, machine appraisal reports, test results and other information

**tasks** - e.g. pre-delivery inspections, machinery appraisal, scheduled and out-of-season services and maintenance

**why organisational policy and procedures are necessary** e.g. for quality standards, traceability, efficiency and accountability

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