

Procedure Assessment Tool (PAT)

What do you think about your company's procedures?

This survey seeks your views on the availability, practicality, relevance and need for the procedures you are required to follow. Please complete separate forms if you are required to follow more than one set of departmental procedures. Please check **one** box below to indicate which department's procedures your answers refer to.

Department:	
Flight Crew	
Cabin Crew	
Ground Services	
Ramp	
Maintenance	
Other	

Complete the following table by circling the number on the scale that best reflects your level of agreement with each statement.

Statement Key:

- 1 = strongly disagree
- 2 = disagree
- 3 = neither agree nor disagree
- 4 = agree
- 5 = strongly agree

		(circle one)				
1	The procedures are not written in simple language.	1	2	3	4	5
2	Some procedures are very difficult to understand.	1	2	3	4	5
3	Some procedures are so complex that I lose track.	1	2	3	4	5
4	Procedures commonly refer to other procedures.	1	2	3	4	5
5	Some procedures are factually incorrect.	1	2	3	4	5
6	No system exists to check that people understand procedures before they are used.	1	2	3	4	5
7	I sometimes have difficulty getting hold of written procedures.	1	2	3	4	5
8	I sometimes come across a procedure I did not know about.	1	2	3	4	5
9	I sometimes fail to fully understand which procedures to apply.	1	2	3	4	5
10	I have procedures for tasks I will never have to do.	1	2	3	4	5
11	The procedures do not always describe the best way of working.	1	2	3	4	5
12	There are some procedures that make the job less safe or efficient.	1	2	3	4	5
13	Infringements of some procedures occur all the time.	1	2	3	4	5
14	I have found better ways of doing my job than those given in the procedures.	1	2	3	4	5
15	Shortcuts are acceptable when they involve little or no risk.	1	2	3	4	5
16	I can get the job done quicker by ignoring some procedures.	1	2	3	4	5
17	Some procedures are only for inexperienced workers.	1	2	3	4	5

18	Some procedures do not need to be followed to get the job done safely.	1	2	3	4	5
19	Supervisors turn a blind eye to noncompliance with some procedures.	1	2	3	4	5
20	Some procedures are only of value to protect management's back.	1	2	3	4	5
21	Schedules seldom allow enough time to do the job according to the procedures.	1	2	3	4	5
22	I sometimes can't get the equipment necessary to work to the procedures.	1	2	3	4	5
23	Sometimes conditions at the workplace stop me from working to the procedures.	1	2	3	4	5
24	There are incentives to ignore some procedures.	1	2	3	4	5
25	There are circumstances where managers will support procedures being broken.	1	2	3	4	5
26	Staff shortages sometimes result in procedures being broken to get the job done.	1	2	3	4	5
27	Some procedures are impossible or extremely difficult to apply.	1	2	3	4	5
28	Supervisors recognize that in some situations deviations from procedures are unavoidable.	1	2	3	4	5
29	It is necessary to bend some procedures to achieve a target.	1	2	3	4	5
30	At certain times procedures have to be bent to keep the job going.	1	2	3	4	5
31	Sometimes the operating limits prescribed in procedures are too restrictive.	1	2	3	4	5
32	I sometimes don't know why I have to follow procedures.	1	2	3	4	5
33	I am sometimes tempted to do work that is not my responsibility.	1	2	3	4	5
34	There are financial rewards to be gained from breaking the procedures.	1	2	3	4	5
35	I am not given regular break periods when I do repetitive and boring jobs.	1	2	3	4	5
36	Working to the procedures removes skills.	1	2	3	4	5
37	Deviating from some procedures demonstrates knowledge of the job.	1	2	3	4	5
38	There are no personal benefits from strictly following procedures.	1	2	3	4	5
39	Finding alternative ways of doing the job makes it more interesting.	1	2	3	4	5
40	You can't move around here unless you do it by the book.	1	2	3	4	5
41	I often come across situations with which I am unfamiliar.	1	2	3	4	5
42	I have not been trained in the procedures to be used in unusual circumstances.	1	2	3	4	5
43	I often encounter situations in which no prescribed procedures are available.	1	2	3	4	5
44	There are some procedures where your natural reaction would be to break them.	1	2	3	4	5
45	I confront many novel problems in my job.	1	2	3	4	5
	Comments:					