



# **B.C. GRAIN PRODUCERS ASSOCIATION**



## **PEACE RIVER AGRICULTURE DEVELOPMENT FUND**

### **Orientation & Protocol Establishment Project**

#### **Final Report**

Reporting to the:

**PEACE RIVER AGRICULTURAL  
DEVELOPMENT FUND**  
and  
**PEACE RIVER GRAIN INDUSTRY  
DEVELOPMENT COUNCIL**

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## Executive Summary of "Orientation & Protocol Establishment" Project - May 2008

The main focus of this project was a proper orientation and protocol package for new and existing employees working both now and for future employees, and so a past employee who had been through all four seasons with the association was contracted for the period of this project to accomplish these goals with guidance from the current Research Manager of the BC Grain Producers Association. After some discussion over the specific goals of the project it was deemed that the best way to address conduct issues as well as protocol was to address both issues in the form of a proper Standard Operating Procedure (SOP) manual. This seemed appropriate as there are different results expected and different procedures to use with the use of particular pieces of equipment and with specific tasks. Thus the goal was to concentrate on completing a comprehensive SOP manual, complete with instructional pictures and all the necessary descriptions for each major task and piece of equipment the association's research department undertakes. Several preliminary versions were written up before the final official first version, which is presented here with this report, was concluded. We believe this SOP manual is complete as can be expected within the timeframe allotted, but we recognize as with any SOP, that there will be changes forthcoming as time progresses and procedures change. The individual protocols are set up in such a way as to make record of such changes overtime, as is common practice within Quality Assurance (QA) programs involving the use of SOP manuals.

Unfortunately, the person hired to undertake this project left the position about a month ahead of the project's completion date. This is why an extension was needed for the final delivery of the SOP manual, as the task of completion then fell upon the Research Manager, who had to do the task after completing his normal daily duties. The research manager did not want this project to interfere with the conduct of other projects already contracted for his time, so the bulk of time spent on this project by the manager was done in overtime on the research manager's own time over several winter months. This of course significantly stretched the time table for completion of this project, but it did allow for completion by this date. (Separate billing of time spent on this project by the Research Manager can be noticed under the report's budget explanation).

In the end, it is believed the association's research department now has a high quality SOP manual that was tested this spring with new employees even before being fully completed. It produced new levels of efficiency as well as standardizing common understanding among the staff just as anticipated. It will now be a valuable new tool for the association's research department. Furthermore, seasonal tasks can now be refreshed before undertaking, even for experienced staff, as well as remembering what to teach to new staff before starting a new task for them by seasoned staff. As well, this SOP manual has now made the research department ready for any future scrutiny from the research community, whether it is to become compliant with any new QA programs coming to the department, or simply for perspective clients to see how we handle ourselves before contracting with the association.

In conclusion, although a delay in completion had to be overcome, the SOP manual, which contains all of the goals in orientation and employee conduct all wrapped up into one source, was a great success and is now an invaluable new tool towards efficiency and standardization of tasks for the association's research department. It also came well within budget; (about 17.7% under budget). Please see attached financial budget on the last page of this report for a full explanation of expenses and funding arrangements.



Special thanks go out to the Peace River Agricultural Development Fund (PRAD) and the Peace River Grain Industry Development Council (PRGIDC), who allowed this project to be undertaken by their financial contributions.

## Project Results

Project results are presented here with this report as an attachment (hardcopy) of the Standard Operating Procedure manual (SOP) as it was developed. New efficiencies and standardization of procedures are the result of this project. Proper undertaking of job/task orientation for any new employees as well as providing refreshing of such information for seasoned research staff will now be possible. That should (and did in the spring of 2008 even with the use of an uncompleted SOP manual) ease transition of new employees into useful capacity. A clearer understanding of expectations by all staff is incorporated within this handy and productive set of SOP's in the form of a manual. It will (and already has) reduced the need for excessive training by the manager and seasoned employees, as reference can now be made to a particular task within the new SOP manual. This also will and has increased efficiency of the research team.

### Declaration

I declare that the statements made in this report for this project are true.

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Signature of Project Manager

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Position of Project Manager in Organization