

# Evergreen Airlines SOP Revision

By:  
Patty Hubbert  
Spring 2019

# TABLE OF CONTENTS

- ▶ Page 3 - Introduction to Evergreen Helicopter Publications Standard Operating Procedure
- ▶ Page 4 - Spelling and Formatting Errors
- ▶ Page 5 - Problems with Clarity
- ▶ Page 6 - Unclear Presentation of Company Processes
- ▶ Page 7 - Before & After - Company Transmittal Process
- ▶ Page 8 - Before & After - Company Publication Guidelines
- ▶ Page 9 - Summary



# Publications

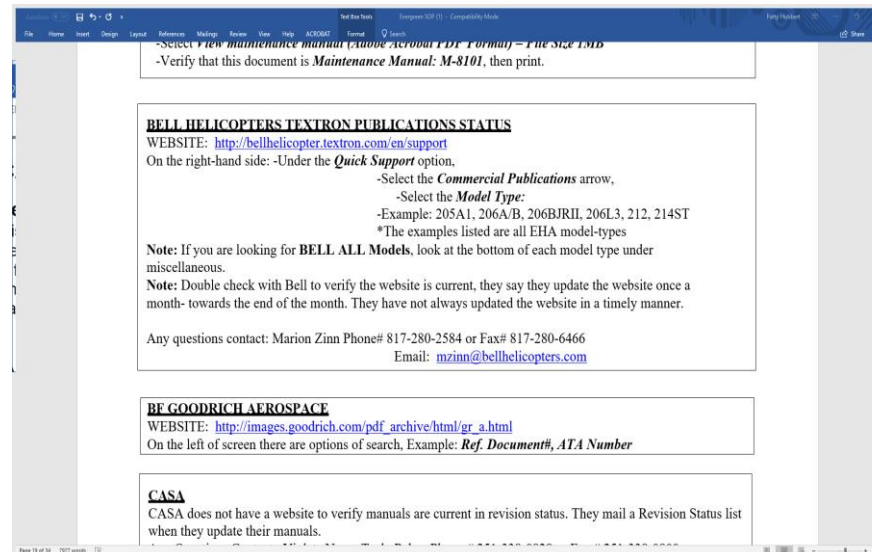
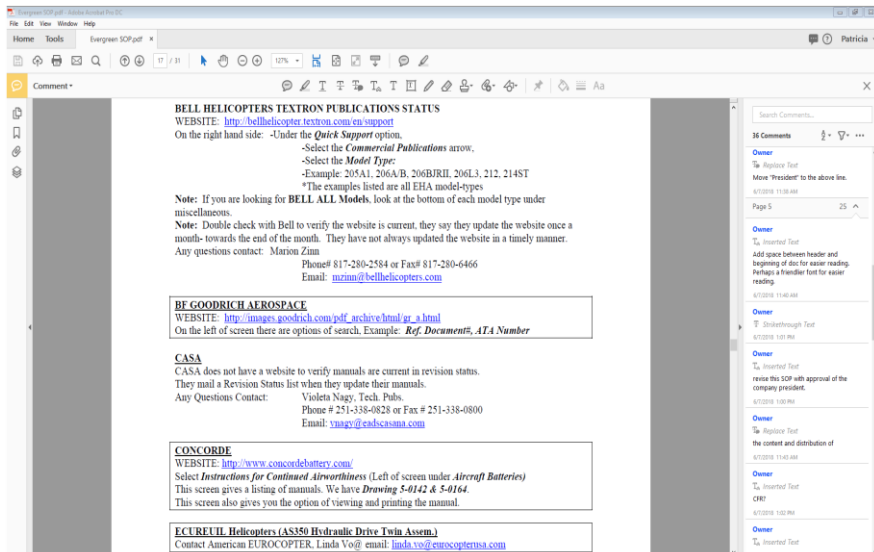
## Standard Operating Procedure

- ▶ I obtained a copy of an old Evergreen Helicopters Standard Operating Procedure manual from Erickson Air Crane which bought Evergreen out in 2008.
- ▶ The original document was 31 pages long and forwarded to me in .pdf format.
- ▶ I found it easier to convert the document to Microsoft Word and edit it from there.
- ▶ I edited the document for spelling, consistent formatting and clarity.

Overall, spelling and formatting errors were few. I found an inconsistency in the use of short vs. long dashes, semi colons vs. colons, improperly capitalized words and inconsistent formatting.

In this section, the author put text boxes around some entries but not others, making the page more difficult to read.

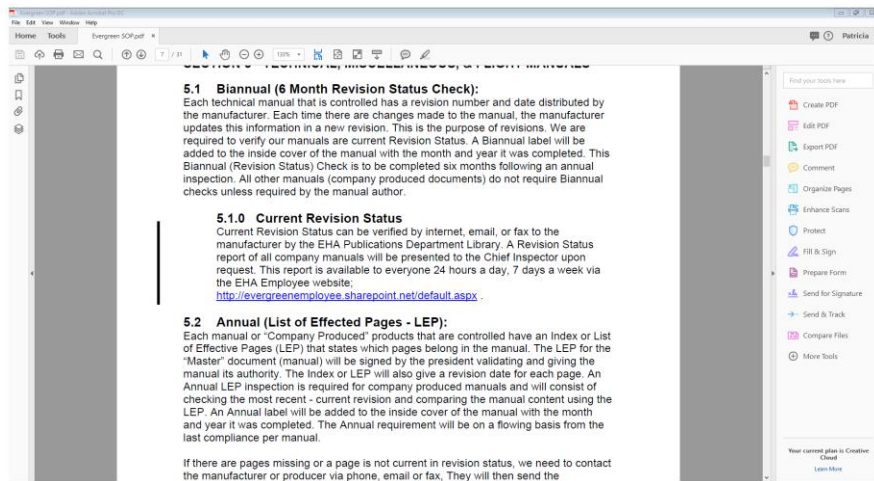
With text boxes around each company listed, it is easier for the reader to scan the page to find a particular entry.



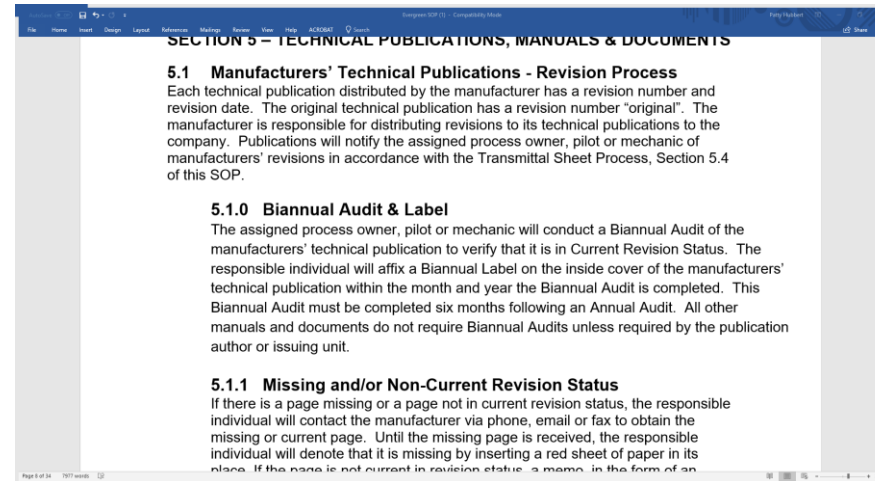


The SOP attempted to document the process for keeping track of revisions to the many company technical publications, manuals and documents. I had to read the SOP several times to understand there were two separate procedures: one for technical publications provided by outside manufacturers, and one for manuals and documents produced by Evergreen.

## BEFORE: Example of the Biannual and Annual Audit Process



## AFTER: Revised process for Biannual Audit only for technical publications provided by the manufacturer.



The outlined process of revising documents and keeping track with transmittal sheets had a lot of unnecessary repetition. The process did not vary regardless of base of operation, so I streamlined it.

Before:

**5.4.1 Transmittal Sheets:**  
Transmittal sheets vary because of differences between manufacturer and location, various forms of transmittal sheets may be used as long as they meet the minimum requirements set forth on this SOP. "Company Produced Documents" strictly require the use of the Evergreen forms contained herein. We receive our revisions for our Alaska aircrafts and bases from our Tech Pubs corporate office in McMinnville, Oregon. As of January 2006, the Tech Pubs Dept. in MMV sends revisions every Tuesday and we receive them by Friday. We are then responsible for

Electronic versions of publications once printed are not controlled and therefore must be destroyed immediately after use if printed out.

Title					Number
PUBLICATIONS STANDARD OPERATING PROCEDURE					PUBS-001
Issuing Unit	Approved by	Effective Date	Revision Date	Revision #	
PUBLICATIONS	PRESIDENT	N/A	25 SEP 08	1	Page 9 of 31

sending the revisions to the correct location within Alaska. Any international revisions are sent by McMinnville directly to the international location. MMV simultaneously sends a copy to EHA Library for tracking and updating of EHA's database. McMinnville will send revisions attached with a "transmittal sheet". This transmittal sheet will have the following information:

- ✓ **Location:** This states where the transmittal sheet is going to: i.e. ANC, Nome, etc.
- ✓ **Date:** This is the date MMV wrote the transmittal sheet
- ✓ **List of Revisions:** Shows # of copies (in the small box to the left).

After:

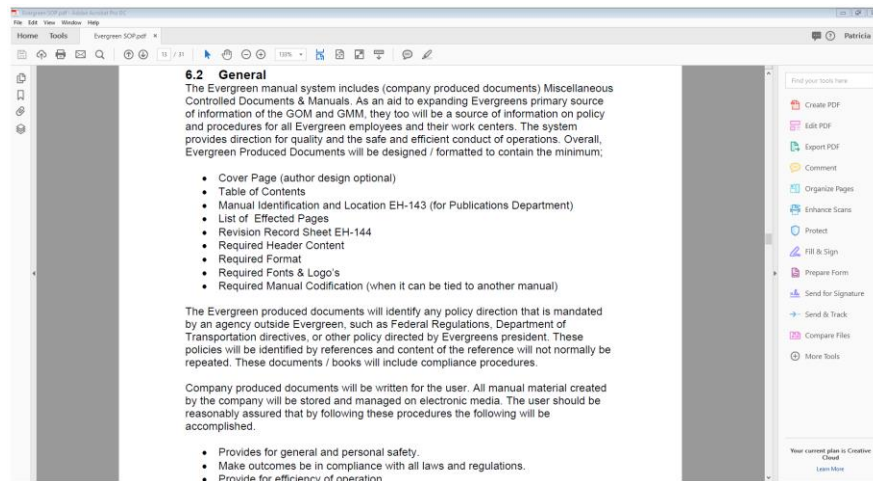
Transmittal sheets may vary in form because of differences between manufacturers and bases of operation. Various forms of transmittal sheets may be used if they conform to the minimum requirements set forth in this SOP. Company controlled technical publications, manuals and documents must use Manual Revision Transmittal Sheet Form EH-145 (Annex 5). Transmittal sheets from manufacturers and remote bases of operation that are not on Form EH-145 must include the following information:

- **Title** – Transmittal Sheet
- **Origin** – The location of the originating manufacturer, office or base.
- **Destination** – The location of the end destination and name of the assigned process owner, pilot or mechanic.
- **Date** – The date the transmittal sheet is issued.
- **Details of Revisions:** Must include the name of the manufacturer, title of the publication being revised, model, revision number and revision date, and pages being revised.
- **Received by** – An assigned space for the responsible individual to print and sign once the revisions are complete.
- **Received Date** – An assigned space for the responsible individual to date the transmittal sheet once revisions are complete.

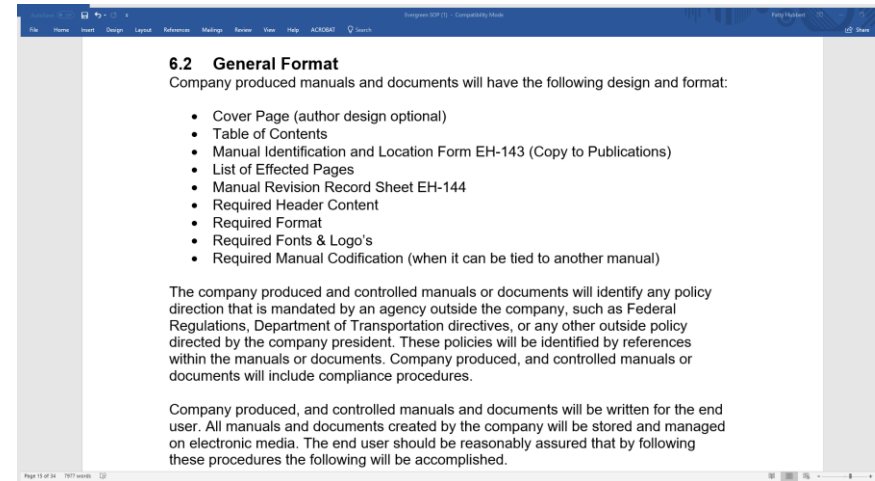
Publications keeps two binders to keep track of transmittal sheets: the Pending Transmittal Sheet Binder and the Completed Transmittal Sheet Binder. Regardless of origin, a copy of the original, unsigned transmittal sheet must be sent to Publications to be inserted into the Pending Transmittal Sheet Binder. Once the responsible individual has completed the revision of

In addition to outlining the process for revising publications, this SOP also covered corporate guidelines for company produced documents. I streamlined these instructions and presented them in an easier to read format.

Before:



After:





## SUMMARY

This corporate Standard Operating Procedure required a great deal of technical editing. Regarding formatting, the page numbers in every header were not always formatted properly requiring manual entry, some headers in the table of contents did not match corresponding headers in the body, and sample documents mentioned in the body were missing from the “Annex”. With regard to content, the process for revising technical publications, manuals and documents was confusing and repetitive. I attempted to simplify and streamline the instructions. Finally, it makes sense to split this SOP into two separate procedures. The first SOP would outline corporate standards for all company produced manuals and documents: font, structure, format, etc. The second SOP would address the revision policy which is complicated due to the number of publications maintained and the outlying bases of operation.