Job Aides and Electronic Performance Support Systems (EPSS)

Job aids consist of information that is taken from training and reference materials and are used to support your workers on the job. Work instructions, process flowcharts, troubleshooting flowcharts, and technical drawings are the common resources from which job aids are developed. Job aids are posted in a work area so that workers can access them as needed to support them in their jobs.

Job aids are often organized and delivered on the computer as electronic support tools that are easily accessed on demand in the work environment. These can be delivered over a company-wide intranet site, or on a CD-ROM that can be used with a laptop computer.