



2015 ANSI Conference:
Standards and the
Service Economy

Disney Standards

Guide to Understanding The Development and Use of
Disney Standards

Presented by

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Worldwide Standards & Auditing



WALT DISNEY Parks and Resorts

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Part of the **World Standards Week 2015** series of events



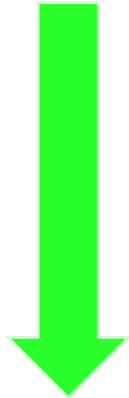
VISION

To be the most admired company in the world — equally admired for the integrity of our people and the way we behave as citizens of the world, as we are for the quality of our exceptional entertainment experiences.

Path to Most Admired

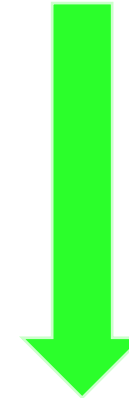
ACT

Grow Responsibly



INSPIRE

Share Knowledge



No One Gets Hurt

Protect our Guests, Cast, Imagineers,
Crew and Contractors

Increase availability of Disney-
licensed technology and expertise on
safety and accessibility for third-party
use



5 Business Units

Media Networks | Parks & Resorts | Studio Entertainment | Consumer Products | Interactive

7 Industries

Television | Travel & Tourism | Movies | Licensing | Publishing | Retail | Technology

160,000+ Employees

Walt Disney Parks & Resorts



Walt Disney World Resort

4 Parks
2 Water Parks
95 Attractions
25,000 Rooms
784 Camp Sites

**Largest single
site employer
in U.S. with over
67,000 employees.**

**Over 250,000 ride
mass transit on a
single day.**

750 Watercraft
260 Buses
**15 Lane Miles of
Elevated Beam**
12 Monorails



Performance Alignment

REINFORCEMENT
(ENSURING CONSISTENT RESULTS & COMPLIANCE)

ASSESSMENTS
(EVALUATING UNDERSTANDING)

TRAINING DELIVERY
(CONVEYING EXPECTATIONS)

SOURCE CONTENT
(SETTING EXPECTATIONS)

(OUTPUT)
WHAT YOU GET

- OEO
- OPERATIONAL AUDIT
- REFRESHER TRAINING
- TRAINER ACCOUNTABILITY

- KNOWLEDGE ASSESSMENTS
- PERFORMANCE ASSESSMENTS
- MANAGER REQUALIFICATIONS

- TRAINER SELECTION
- TRAINING GUIDES/TRAINING TOOLS
- TRAIN-THE-TRAINER SESSIONS
- TRAINER DEVELOPMENT
- OJT/TRAINING SESSIONS
- UPDATE TRAINING

- MANUFACTURER'S REQUIREMENTS
- OPERATING GUIDES
- PRE-OPENING CHECKLISTS
- FEDERAL/STATE REQUIREMENTS

WHAT YOU WANT
(INPUT)

Disney strives to use industry standards wherever possible. In those cases where Disney specific requirements cannot be met by industry, Disney uses the following classification of documents to define the requirements. These documents are generated using the process illustrated on page 2.

Guiding Principle (GPR)

Key philosophies, intentions, decisions and leadership direction on topics that have not been fully developed

Standard (STD)

Detailed requirements of *what* is required and expected to accomplish the intended objective. Standards typically including minimum design criteria, required methodologies and processes.

Business Practice (BPR)

Policies, procedures, work instructions and business methods defining *how* to accomplish business unit objectives.

Specification (SPC)

Qualitative requirements for products, instructions or other pertinent information necessary for fabrication, construction and workmanship

Bulletins(GBLT)

Safety related communications including Notifications, Safety Alerts and Service Bulletins



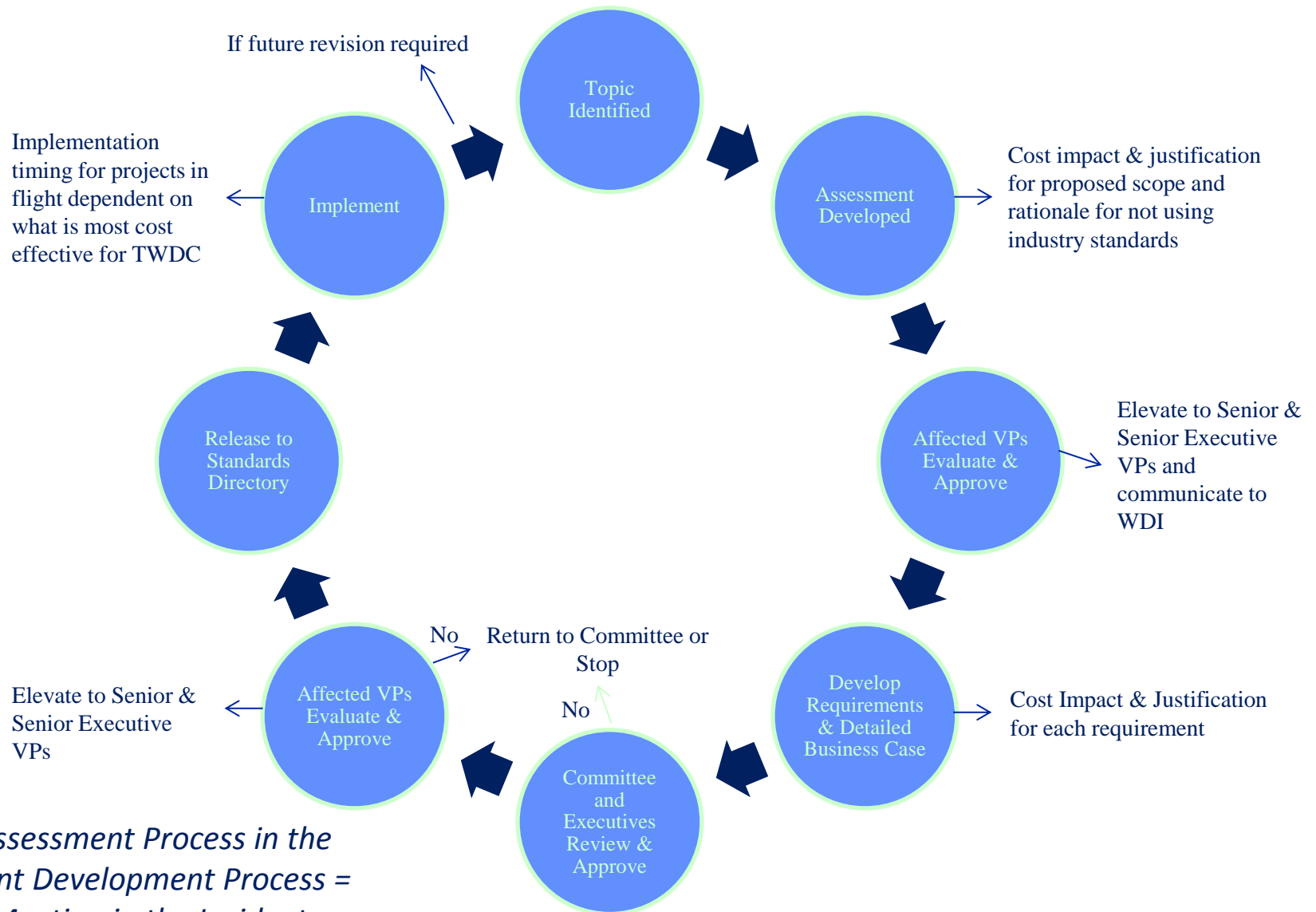
Source Content for Standards Development

Industry Standards Used by Reference

- 910 Standards from 31 Industry Standards Organizations are referenced by Disney Safety Guiding Principles Collections and their supporting Standards and Business Practices
- 2100 Standards from 100 Industry Standards Organizations are referenced by Disney Master Guide Specifications



How are Disney Standards Developed?



Note: Assessment Process in the Document Development Process = Huddle Meeting in the Incident Communication Process

Where do I find Disney Standards

Disney standards are available on the Walt Disney Parks and Resorts Standards Directory at <http://standards.disney.com>

The screenshot shows the homepage of the Walt Disney Parks and Resorts Standards Directory. At the top left is the logo "WALT DISNEY Parks and Resorts © standards directory". To the right is a search bar with a dropdown menu set to "All Sites" and a search icon. Below the logo is a navigation menu with links: "Disney Standards", "Industry Standards", "Codes & Regulations", "Standards in Development", and "Acronyms & Definitions". The main content area features a collage of documents with logos for "Walt Disney Imagineering", "Disneyland", "Walt Disney World RESORT", "Disneyland", "Tokyo Disneyland", and "Hong Kong Disneyland". Below this is a row of five images: "CREATIVE ENTERTAINMEN" (with Buzz Lightyear), "FACILITIES OPERATIONS SERVICES" (with a train), "PARK OPERATIONS" (with a woman), "WD" (with a man), and a large blue circle. At the bottom is a footer with links: "Industry Tools", "Disney Tools", "Tools", "Administration", "Contact Us", and "About Us". The footer also includes "©Disney" on the left and "Powered By WSA" on the right.