Disney Standards

Guide to Understanding The Development and Use of Disney Standards

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Worldwide Standards & Auditing

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Standards and the Service Economy
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

Protect our Guests, Cast, Imagineers, Crew and Contractors

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

No One Gets Hurt
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 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

**WHAT YOU WANT** (INPUT)

- **REINFORCEMENT**
  - (ENSURING CONSISTENT RESULTS & COMPLIANCE)

- **ASSESSMENTS**
  - (EVALUATING UNDERSTANDING)

- **TRAINING DELIVERY**
  - (CONVEYING EXPECTATIONS)

- **SOURCE CONTENT**
  - (SETTING EXPECTATIONS)

**WHAT YOU GET** (OUTPUT)

- **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**
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?

1. **Topic Identified**
   - Affected VPs Evaluate & Approve
   - Develop Requirements & Detailed Business Case
   - Cost Impact & Justification for each requirement
   - Elevate to Senior & Senior Executive VPs and communicate to WDI
   - Cost impact & justification for proposed scope and rationale for not using industry standards

2. **Assessment Developed**
   - Affected VPs Evaluate & Approve
   - Committee and Executives Review & Approve
   - No
   - Return to Committee or Stop
   - Elevate to Senior & Senior Executive VPs

3. **Develop**
   - Affected VPs Evaluate & Approve
   - Committee and Executives Review & Approve
   - No
   - Return to Committee or Stop
   - Elevated to Senior & Senior Executive VPs

4. **Release to Standards Directory**
   - Affected VPs Evaluate & Approve
   - No
   - Return to Committee or Stop
   - Elevated to Senior & Senior Executive VPs

5. **Implement**
   - If future revision required
   - Implementation timing for projects in flight dependent on what is most cost effective for TWDC

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

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Where do I find Disney Standards

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