Process Management
Documentation Writing

SEMI's UoN
Seed Enterprises Management Institute
University of Nairobi

Seed Enterprise Management Institute (SEMI's)
Seed Quality Assurance and Seed Enterprise Quality Management
University of Nairobi
Nairobi, Kenya-September 17-19, 2012
Dr. Joseph Cortes
Global Seed Program
Seed Science Center, Iowa State University
Documentation

- For use by someone already “qualified” do the work
- Not writing a manuscript
- If documentation and/or information is not required... don’t spend time writing worthless, long-winded script
Documentation

- Don’t make it complex or overly complicated
- Try not to exceed 4-5 pages of text
- Attach flowchart and applicable forms and examples
The Procedure

- Purpose
- Scope
- References
- Definitions
- Responsibility/authority
- Actions steps
- Records
- Flowchart
Purpose

- First indication as to “why” is this important
- Includes an overview of critical events
- States desired outcome
Scope

• Defines beginning and end of this particular procedure (the boundaries)
• Example - from the assessment of training needs to the development of a training plan.
References

• Can include, documents, data, rules, regulations, photographs etc.
• Input items required to make the procedure function
• Inputs maybe an output from a companion procedure
Definitions

• Words
• Abbreviations
• Acronyms

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Responsibility and Authority

- Identifies process owner
- Establishes boundaries for decision making process
- Eliminates ambiguity

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Action Steps

- Defines, what, when and where
- Describes actions and sequence that must be followed
- Direct link to process flowchart
- Adds clarity to process and associated activity
Records

- Output of process
- Objective evidence
- Possible regulatory requirement
- Confirmation that procedure is linked to process
Flowchart

- Visual representation of the process

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Procedure Development

- Initial development
  - process owner
- Review
  - action step participants
  - people affected
- Approved for implementation
  - Management
Procedure Development

Action Step #1

Action Step #2

Action Step #3

Action Step #4

- Direct linkage (flowchart/action)
- Direct wording (person/action)
- Written in third person
- One idea per sentence
- One theme per paragraph
- Do not include one-off situations
- Be able to convert into a question
Work Instruction

• Derived from a procedure
• Normally related to an operational procedure but can be associated with and supportive of administrative process
Work Instruction

• Normally one person, one task
• The focus is on “how”
• Try to keep to 4-5 page
• Include flowchart and attachments
Work Instruction

- Title
- Scope
- References
- Definitions
- Responsibility/authority
- Actions steps
- Records
- Flowchart

Note: Purpose Identified in procedure level document
Thank you

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