Process Management
Documentation Writing

SEMIs UoN
Seed Enterprises Management Institute
University of Nairobi

*Seed Enterprise Management Institute (SEMs)*
*Seed Quality Assurance and Seed Enterprise Quality Management*
*University of Nairobi*
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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
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

- 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