Process Management Documentation Writing

Seed Enterprise Management Institute (SEMIs)
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

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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

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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

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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

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Records

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

Flowchart

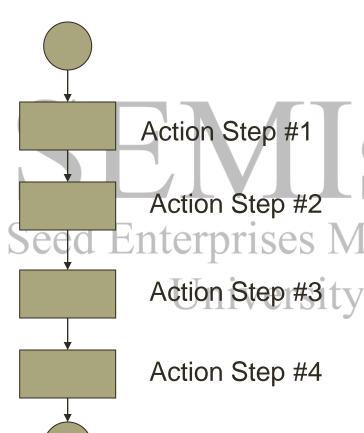- Visual representation of the process

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

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Work Instruction

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

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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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