

REVIEW YOUR DOCUMENT FRAMEWORK

In five easy steps

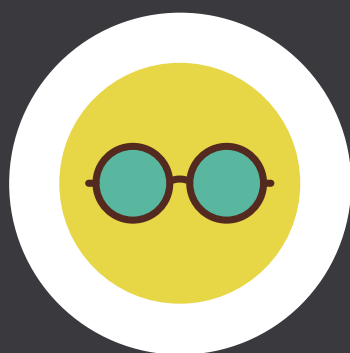
1. THE NEED FOR CHANGE

Talk to people who use the procedures

Develop a comprehensive list of the problems they have with the current procedure framework.

Examples include:

No search function
Too many procedures
Out of date procedures
Too may/not enough polices



3. DEVELOP A PLAN

What structure will you have? Will you have a numbering system?

Procedures, business rules or SOP?

Who will be responsible for ongoing review?

Where will procedures be stored?

How will your new system rectify the problems you recorded in step 1?



5. FILL IN THE GAPS

Check that all of your organisation and customer requirements are documented

Check that your legal and contractual requirements are accurately reflected in procedures



2. MAKE A LIST

A matrix might be better if your existing system is complex.

Designing an excel spreadsheet that clearly shows you what you currently have, where its kept and what duplication and gaps you have can be a great start and provide much needed clarity



4. REDUCE THE DUPLICATION

Where possible combine policies and procedures that duplicate information.

