



Reviewing and updating procedure documents

What is the real purpose of a procedure document?

- Assists someone stepping into a role, such as vacation coverage or a promotion.
- Communicates how things should be done.
- A standard way of doing things for everyone doing the same task.
- There are some regulations or certifications that require that you document what you do and do what you documented, with regular reviews.

Do you have a lot of procedure documents that may or may not be up-to-date? A lot of organizations have documents sitting on shelves that haven't been looked at for years. A simple review of these documents could assist the organization in doing things more efficiently. In some cases the procedure as it is currently documented is out of date and needs revising. Are the people that are actually doing the task doing something different than documented? Are there certain procedures that need to be followed and are difficult to understand?

These are some of the issues that Konecny Consulting can assist with. Being able to create and/or review procedure documents and outline what could be updated/enhanced would assist your organization in getting the tasks done efficiently and effectively. Assisting in finding out how individuals do the various tasks and documenting the steps are important to ensure that the tasks will get done if a certain individual isn't around to do them for any reason. Documents that would enable a new individual within the organization are important, so that they have some guidance as to what they should and shouldn't be doing, requiring less hands on training or guidance.

We have seen documents where the simple task of opening the mail has been a couple of pages of steps instead of just the key things that need to be accomplished. Making sure that the procedures are understandable but not overly detailed also makes a difference in how people work.

We can assist you in achieving some of the benefits of quality standards/certifications without having to go through the entire process. We would scale it to meet your organizations needs and budget.