

Frequently Asked Questions

- **Why do we all need manuals, work instructions and procedures?**
 - **Repeatability.**
 - Doing the process over and over in exactly the same way. This is the **Quality Assurance** reason for work instructions. Through **continual improvement** the work instruction will be changed (under control) until **best practice** is achieved by staff. Once achieved, the work instruction will ensure that it is maintained.
 - **Ease of Action.**
 - With a documented process the operator/worker does not have to remember the specifics of the process. They need to know the essentials and where to find the **work instruction**.
 - **Ease of Teaching.**
 - When new staff are introduced the **work instruction** acts as a guideline for the trainer when teaching the staff member how to do a process. There may even be a **work instruction** detailing 'training the trainer'
 - **Time Saving.**
 - Once the initial time has been spent producing the instruction, every time someone refers to the instruction is time saved for management.
- **To what depth do manuals, work instructions and procedures need to go?**
 - The following factors must be assessed as part of **Training Needs Analysis**
 - Staff core skills – mechanical, electrical, IT, finance etc.– being based on CV or previous experience (as recruited)
 - Complexity of process.
 - Frequency of process.
 - Importance of process.
- **How do you know if your manual, work instruction and procedures, is satisfactory?**
 - **Audits** will help and can be part of your existing **quality audit process**, being conducted through your **quality Manager** or control mechanism.

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- **FREE DOCUMENT AUDIT** – contact for details.

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