

Manuals, work instructions and procedures

Why are manuals, work instructions and procedures important?

From a business point of view, if staff and customers can't understand what to do, or do not have the information, then you will need to provide additional support staff, additional phone lines, resulting in loss of confidence in the product/service Loss of money and market share, etc

■ People factors - can others repeat what they were doing?

Key points :-

- What happens if people leave the company?
- What happens when people go abroad on business?
- What happens if people are on holiday?
- What happens if people are sick?
- What happens if people are on maternity leave?

■ Technology factors – how many times have you lost or cannot find where the document is stored or located?

Key points :-

- *Is everyone working from the most recent version of the document?*
- *How competent are your staff in Information Technology?*
- *Are your instructions secure and accessible to all or only some?*
- *Are your files and directories organised efficiently?*
- *Are all documents controlled by one or a group of people?*
- *Are some documents duplicated or individually stored on their computer hard drive only – or filing cabinet/desk draw!*

■ Product factors – how many times have you changed the product design without updating the documentation?

Key points :-

- Are your staff not working to any instruction , guessing or asking the wrong people?
- Are staff working to the wrong instruction or revision?
- Are your products revisions recorded and linked to documentation?
- Would you like to link your instructions to your CAD revisions?

ManualClarity

- ◆ Clear
- ◆ well written
- ◆ well organised
- ◆ visually easy to understand documentation