

# EXPERT TIPS

## Manage And Improve Key Processes Using Technical Documents

### *Develop Technical Documentation*

Technical documentation provides a valuable record of the functionality and processing of your systems and programs. Your documentation is especially critical and will be highly scrutinized by ISO auditors. Even if you are not pursuing a certification, creating technical documentation is a critical requirement for ensuring your processes are standardized and that people are properly trained.



#### Here are some reasons to complete and maintain an up-to-date library of processes:

- Avoid wasting time dealing with technical problems or duplicate answers to problems that have already been solved.
- Pass an audit or quality certification.
- Identify upgrade needs to systems or procedures.
- Make better business decisions.
- Provide staff and stakeholders with written procedures for each task and job function.
- Provide documents to assist in training new hires.

#### Consider hiring a technical writer:

1. **Clear and accurate documents.** Technical writers are trained to present materials in a way that is easily understood and processed by end users.
2. **Consistent content and appearance.** How many people are currently creating your documentation? Are some writers better than others? A technical writer can prepare and edit documents to ensure consistency of format across processes.
3. **Certifications.** Having professional documentation is a key factor in obtaining, maintaining, and passing ISO audits and other regulatory standards.
4. **Effective training.** Clear and accurate standardized procedures and other documentation will help facilitate effective employee training.
5. **Paper trails.** Documenting events provides a paper trail that allows you to monitor and improve your processes, products and services. Technical writing also includes preparing forms, spreadsheets, and other documents to track work.
6. **Effective time management.** Using a technical writer to create your documents frees you and your staff. This allows you to spend more time performing your job and working with your clients.

Documentation is one method you can use to manage and improve your key business processes. By writing procedures and work instructions, you ensure that everyone is performing the business process in the same way. Implementing document control procedures that are clear and easy to follow are key components for sustainable and effective quality management systems.