Creating a practical information production process

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The perfect process

There isn't one!

Tips and things for you to think about when reviewing or creating your production process.

Things to consider when writing a process

- Who will be using the process
- What information do they need to know
- What control measures do you have in place
- Scope of the process
- How will it be reviewed and updated

Who will be using the process?

- What skills do the team currently have
- Will everyone need to read the whole document or just their own section
- The size of the team and their working relationships and/or locations

What information do they need to know

- Different aspects of the production process may need more detail than others. If a part of the process is simple then keep it simple. If there are complex parts or other regulations that need to be adhered to then more detail may be required.

- Does all the information need to be in one document.

What control measures do you have in place

- Are you using checklists to enforce the process
- Do you audit the checklists
- Are there other policies that staff need to follow and adhere to
- Does information production form part of appraisals

Scope of the process

- If you are producing different types of information do they all need their own process

- Is this process just for information production

- Does this document link to others

- Is this for production or does it include review

How will it be reviewed and updated

- There is no point having a great process document no one uses
- Make sure it is relevant, by updating it regularly
- Who will provide feedback on the process and if it works

What are you trying to achieve

Is the process designed to:

- stop the team from using their skills and just follow a process
- stop people making mistakes
- help you achieve a quality mark
- help improve the quality of your information
- Keep information consistent

Whatever your reasons for having a process make sure it works for your team/s.

Questions