

3 Important Types of Documentation for Managers :: Practices

1

Process

Superordinate: 1:1 (Policy)

Subordinate: 1:n (Procedure)

Definition: Algorithm of activities transforming input and resources into deliverables.

Objective: Direct employees on adopted best practices.

Scope: WHAT is done, WHEN and by WHOM.

Mandate: Mandatory

Shelf life: longterm, infrequent changes

Audience: One or more departments

2

Procedure

Superordinate: 1:1 (Process)

Subordinate: 1:n (Instruction)

Definition: Mandatory steps to perform duties.

Objective: Ensure employees follow same sequence of approved practices.

Scope: HOW and WHERE to execute a task.

Mandate: Mandatory

Shelf life: relatively stable, readily modified

Audience: One or more teams within one or more departments

3

Instruction *

Superordinate: 1:1 (Procedure)

Definition: Precise descriptions of task-related steps.

Objective: Improve performance and promote continuous learning.

Scope: HOW exactly to best utilize resources.

Mandate: Recommended

Shelf life: short term, changed as required

Audience: Individual