MACROCOMM GROUP (PTY) LTD PROCEDURE DEFINITIONS TEMPLATE

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LUNGA KHUMALO

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Document Control

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MG-QMS-PRO-TEM 202503.02	02	4 MAR 25	
MG-QMS-PRO-TEM 202508.03	03	10 AUG 25	Definitions added per section

Document Sign-Off / Approval

This is the formal sign-off for the Definitions' Procedure.

Name	Designation	Date	Signature
Charlene van Onselen	Business Optimisation Executive	15 AUG 25	*(signature)*

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1 WHAT IS A PROCEDURE AND WHY DO WE NEED IT?

1.1 Procedure Definition

A procedure is a detailed, step-by-step set of instructions that explains how to carry out a specific process with an organisation.

It helps employees perform tasks consistently, correctly, and safely.

1.2 Reasons for a Procedure

- Standardisation – ensures that tasks are done the same way every time

- Clarity and guidance – provides clear instructions so employees know what to do

- Training tool – Helps onboard new staff quicker

- Compliance and safety – Ensures legal and safety requirements are met

- Accountability – clearly defies responsibilities, which in turn makes it easier to track who did what and when.

1.3 Benefits of a Procedure

- Support for continuous improvement – All documented processes can be reviewed and improved over time

- Efficiency and timesaving – reduce confusion

- Reduced errors – minimises mistakes and rework by providing clear guidance

- Risk management – lowers the chance of operational failures and errors

- Easier problem-solving – if an issue arises, this document helps identify at which step things went wrong

2 Procedure Description and Purpose

Explains the purpose of the respective procedure and gives an overview of what the procedure is about and how it will assist the departments involved.

2.1 Description

Gives a short description or "word picture" of the entire process.

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2.2 Benefits

The focus is on how the procedure will offer better communication in terms of aligning on the same process and speaking the same "language".

How the respective procedure improves the quality of the task at hand.

2.3 Areas of Responsibility

The people accountable for the success of the process from start to finish

2.4 Relationship between this Procedure and other Procedures/Processes

Mention the procedures that have direct impact or relationship with the procedure at hand.

3 xxx Management Procedure

3.1 Procedure Objectives and Metrics

3.1.1 Procedure objectives:

An objective is what you want to do specifically at the end of a process so that you focus all your effort towards achieving it.

3.1.2 Procedure Metrics

Metrics are how you are going to reach your objective; it is quantifiable and offers an answer as to how we measure the success of our objectives.

3.2 Procedure Owner(s) and Responsible Parties

3.2.1 Procedure Owner

The designation of who will be in charge of ensuring that the procedure is applied across the process.

3.2.2 Key Stakeholders

Individuals who are key to the success of the procedure

4 Typical Procedure Inputs

The typical procedure inputs are:

4.1 Information or Documents Needed

- Documents can either be digital or physical

- Information gives us insight into the content of the procedure

4.2 Resources Needed

Resources are things/tools that we can use to find the information that we need.

4.3 Personnel Needed

The teams that are needed for the success of the procedure.

4.4 Preceding Processes/Procedures

Process (s) that takes place before the current process. (write all the processes/procedures that precede the current process.)

5 Typical Procedure Outputs

The following outputs:

5.1 Typical outputs are

- What we get at the end of the current process

5.2 Technical or System Used

- The system (s) to make the process easier to complete.

5.3 Documents

- Physical or digital record that we get at the of the process

5.4 Enablement or Operationalisation of Another Process

We mention the teams that are crucial in making the current process a success, whether it is by providing tools/resources that make the other stage (s) of the process easier to complete.

It is about ensuring that the process is sustainable and repeatable.

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6 The XXX Procedure

The xxxx procedure steps are:

- 6.1. Steps
    - Sub-step
- 6.2. Step

7 Risks and Opportunities

7.1 Risks

A risk is a situation that involves exposure to danger:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS

7.2 Opportunities

Opportunities are a gap that we exploit to improve the process

The following opportunities table will used to help improve the procedure and processes to for greater xxx department efficacies.

OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

8 Processes

The process mapped below supports this procedure.

Place a process map that summarises the steps written under heading 5 " The xxx Procedure" steps.

9 Support

If there are any queries or problems regarding the xxx procedure, you may contact...