

# Document Writing Procedure



## **Document Writing Procedure**

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## Introduction

Maintaining clear and well-structured documents is essential for consistency, collaboration, and efficiency. This guide outlines the key procedures as well as a summarized checklist to ensure all documents meet iCog's company standards.

## Document creation

Documents should generally be created under the shared Google Drive folder of the department/project/product. When storing in the Google drive, all documents must be organized in relevant folders and sub-folders to ensure proper organization and ease of access. Additionally, all folders and files need to be linked on the [Index Sheet](#). This facilitates seamless collaboration among users and ensures that appropriate individuals have access to the most recent version. However, it is important to note that there is an exception to this rule for confidential documents, which should be handled separately to maintain privacy and security.

## Document structure

All documents should have a clear and consistent structure. This includes:

- **Cover Page and font:** Follow the company's brand guidelines for the [cover page design](#) and use **Helvetica Neue**, the standard company font, for all documents.
- **Headings and subheadings:** Organize content using a logical hierarchy of headings and subheadings.
- **Lists and tables:** Present information effectively using bulleted or numbered lists, and consider using tables for comparisons and data summaries.
- **Visual elements:** Images, charts, and diagrams can enhance understanding and clarify complex concepts. However, use them judiciously to avoid cluttering the document. Reports might need images, analysis charts and diagrams to enhance understanding and clarify complex concepts. Slides might need well-chosen visuals to effectively convey key points. Always ensure the proper usage of visual elements for each document to maintain clarity and professionalism.
- **Alignment:** Align text elements consistently to create a clean and organized appearance. Justified alignment is generally preferred for body text, while centered alignment can be used for headings and titles.
- **Bullet Points:** Use bullet points to present information in a concise and easily scannable format. Ensure bullet points are consistent in length and structure.
- **White Space:** Utilize white space effectively to create visual breaks and improve readability. Avoid cramming text together, and use appropriate margins and spacing to maintain a balanced and uncluttered layout.

## **Document review and approval process**

Individuals should submit the documents they need reviewed on the “[Documents to be reviewed](#)” sheet. The responsible individual for reviewing and approving the document should be able to find the document on the sheet and review it according to its urgency.

The time frame based on the urgency level assigned by the submitter is:

- Highly urgent (highlighted in red): will be reviewed within 2 working days of submission.
- Medium urgency (highlighted in yellow): will be reviewed within 5 working days of submission.
- Not urgent (highlighted in green): will be reviewed within 7 working days of submission.

Reviewers will leave comments using Google’s commenting feature. Approval might not be guaranteed on the first review, and submitters must ensure that all comments are addressed in a timely manner. When preparing documents, individuals should always factor in the time needed for review. Documents cannot be classified as urgent due to a planning gap.

Once a document is approved, the approver must update the designated column to indicate whether approval has been granted (Yes/No).

## **Document Writing Checklist**

### **1. Preparation**

- ☐ Create and name the document properly in the relevant Google Drive Folder and ensure it is linked on the [Index Sheet](#).
- ☐ Draft the document following the company’s branding guidelines and structure.
- ☐ Ensure clarity, conciseness, and accuracy of the content.
- ☐ Incorporate relevant visuals, tables, and examples where necessary.

### **2. Review**

- ☐ Submit the document in the “[Documents to be Reviewed](#)” sheet.
- ☐ Notify the relevant reviewer about the submission.
- ☐ Ensure the document has been reviewed within the expected timeframe.
- ☐ Address and integrate all comments and feedback provided.
- ☐ If necessary, resubmit the revised document for further review.

### **3. Finalization**

- ☐ Ensure approval is granted and recorded in the designated column in the Documents to be reviewed sheet
- ☐ Share the final document with all relevant people.

N: All external communications must have internal alignment/ approval.