Webb partners

Document Review and Simplification

The Need

5 years of constant change, most significantly a new workspace, different work practices, updated technology, and an increased workforce, had left this client with a myriad of documents. Additionally, to manage the business outputs new protocols and processes had been created, and they now needed to combine these into one user-friendly resource.

What we did

- Reviewed the documents for:
    - Look and feel
    - Readability
- Identified duplications
- Commented on the flow of the content
- Critiqued photo quality and relevance
- Assessed compliance in relation to internal documentation standards
- Identified opportunities to display information differently to improve understanding and thus compliance eg replacing text with a table, diagram or picture
- Cross-checked with other company documents referring to the same processes
- Drafted a new document that was easy to read and for users to locate information in.

How?

1. Met on site with the client to walk through the workplace using the existing document for reference
2. Sent through a draft of the proposed layout changes for feedback
3. Modified the layout based on their needs
4. Analysed the content:
    a. Re-ordered so that the information flowed sequentially
    b. Removed duplications
    c. Modified the writing style so the information was easier to understand
5. Visited the site a second time to take photos of equipment and items to illustrate the document.

Outcomes

Our client now has a document that is:

1. Easy for personnel to use and understand
2. Sequenced based on actual work flow
3. Illustrated with high quality images which allows for more accurate referencing
4. Duplication-free.