

# ***If it isn't documented, it didn't happen!***

## Developing Technical Documentation

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This statement is especially true if you are trying to meet some regulatory requirements for ISO or other standards. Your documentation is especially critical and will be highly scrutinized by your ISO auditors. Even if you are not pursuing a certification, creating technical documentation is a critical requirement for ensuring your processes are standardized and that people are trained appropriately.

### Why should you consider using a technical writer?

- **Clear and accurate documents** — Technical writers are trained to present materials in a way that is easily understood and processed by end users.
- **Consistent content and appearance** — How many people are creating your documents for you? Are some writers good and others not quite so good? A technical writer can prepare and edit documents to ensure consistency across processes and format.
- **Obtain and maintain certifications** — Having professional documentation is a key factor in obtaining, maintaining, and passing ISO audits and other regulatory standards.
- **Train effectively** — Clear and accurate standardized procedures and other documentation will help facilitate effective employee training.
- **Create paper trails** — Documenting events provides a paper trail that allows you to monitor and improve your processes, products and services. Technical writing also includes preparing forms and other documents to track the work.
- **Manage time effectively** — Using a technical writer to create your documents, frees you and your staff and allows you to spend more time on your job or with your clients.

Documentation is one method you can use to manage and improve your key processes. By writing procedures and work instructions you will make sure that everyone is performing the business process in the same way. Implementing document control procedures that are clear and easy to follow is a key component for sustainable and effective quality management systems.

*Deborah Miller, a Project and Process Specialist, has more than 25 years consulting and coaching experience. Deb believes in sharing her expertise with her clients so your staff learns how to manage and coach others—becoming self-sufficient and proficient. Deb is a Six Sigma Black Belt and Lean in Healthcare certified.*

- Process & Value Stream Mapping
- Technical Documentation
- Project Management
- Process Reengineering
- Change Management
- Lean Facilitation