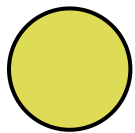


DOCUMENT QUALITY CHECKLIST



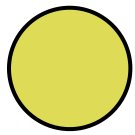
Good documentation is essential for your employees to be able to do their jobs efficiently and well. Information that is hard to find, hard to understand or is out of date can cause errors, confusion and increased risk.

This document quality checklist is based on research into how people read and absorb information. Use it to check whether your existing documentation is in need of improvement to optimise successful outcomes.



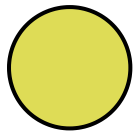
1. IS THE INFORMATION COMPLETE?

Have you captured all your employees' vital knowledge? Could a new employee work effectively using only this document?



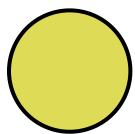
2. IS THE INFORMATION EASILY ACCESSIBLE?

Have you helped your readers find what they need with access aids such as a table of contents and descriptive and accurate labels?



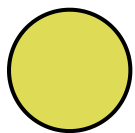
3. IS THE INFORMATION CONFUSING?

Have you taken your readers' perspective and presented information in the logical order that they will need to access it?



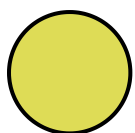
4. ARE THERE INCONSISTENCIES OR CONTRADICTIONS?

Have you clearly defined terms and used them consistently? Is your structure, format and writing style the same throughout?



5. IS THE INFORMATION ACCURATE?

How accurately does this information match what employees actually do? Are inaccuracies reflecting faulty interpretations of this document?



6. IS THE INFORMATION UP TO DATE?

Have you set up a review schedule that reflects the anticipated rate of policy, procedure and/or regulation change?