TechWriter

IMPROVE SAFETY
with better documentation

Ensuring you and your team follow a best practice approach to documentation can have a significant impact on compliance and safety. Workers need to be able to easily find, understand and execute procedures that accurately reflect how employees actually perform their work. Here are some tips.

CLEAR, CONCISE & SIMPLE LANGUAGE

Try to use easy to understand words and phrases no matter what you are writing about.

CONSISTENT FORMAT & WRITING STYLE

Standardise your structure, format, language and writing style so it is consistent in all documents.

INTUITIVE NAVIGATION

Include contents tables and descriptive and accurate subheadings. Break information into bite-sized pieces presented in a logical, intuitive order. Make critical information stand out.

POLICIES SHOULD

focus on the rule and describe what should or must be done rather than what not to do. They should make it clear what **must be** done (required) vs what **should be** done (recommended).

PROCEDURES SHOULD

assist employees to perform activities in a step-by-step manner with example visuals and tables where possible. They should be action, unambiguous and outcome-oriented with consistent repeatable and predictable results.

LET US MAKE YOUR INFORMATION WORK

TechWriter specialises in improving written communication and documentation. It's all we do - we train and we consult. Our approach is based on over 25 years of practical experience supported by relevant research into how people read and absorb information.
Get in touch with us at www.techwriter.com.au.