

Realising Potential Through Partnership

GUIDE

 **BESTPRACTICE**



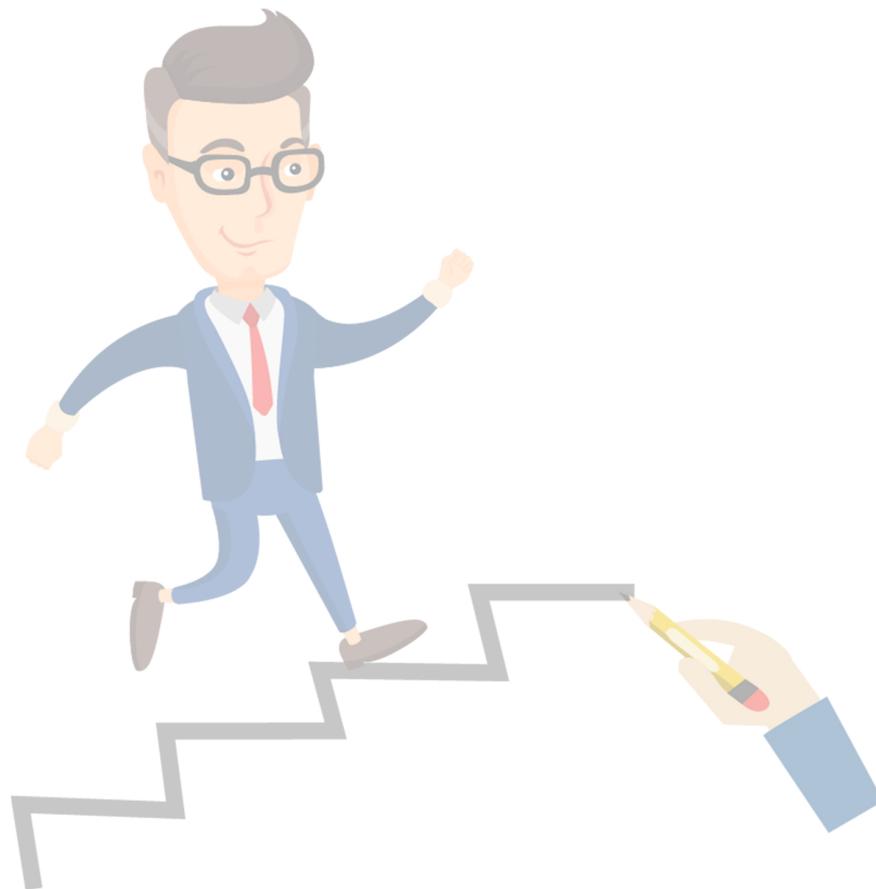
TECHNIQUES TO MINIMIZE DOCUMENTS

BESTPRACTICE CERTIFICATION	BESTPRACTICE CERTIFICATION	BESTPRACTICE CERTIFICATION	BESTPRACTICE CERTIFICATION
			
ISO9001	ISO14001	ISO45001	ISO27001
QUALITY MANAGEMENT SYSTEM	ENVIRONMENT MANAGEMENT SYSTEM	OH&S MANAGEMENT SYSTEM	INFORMATION SECURITY MANAGEMENT SYSTEM

5 TECHNIQUES TO MINIMIZE DOCUMENTS



If you've come into an organization that's overwhelmed with documents, thousands of policies and procedures, and the task for you seems to be massively overwhelming, we're going to take you through five techniques that will reduce the number of documents you've got, and will help you get the most value out of your management system.

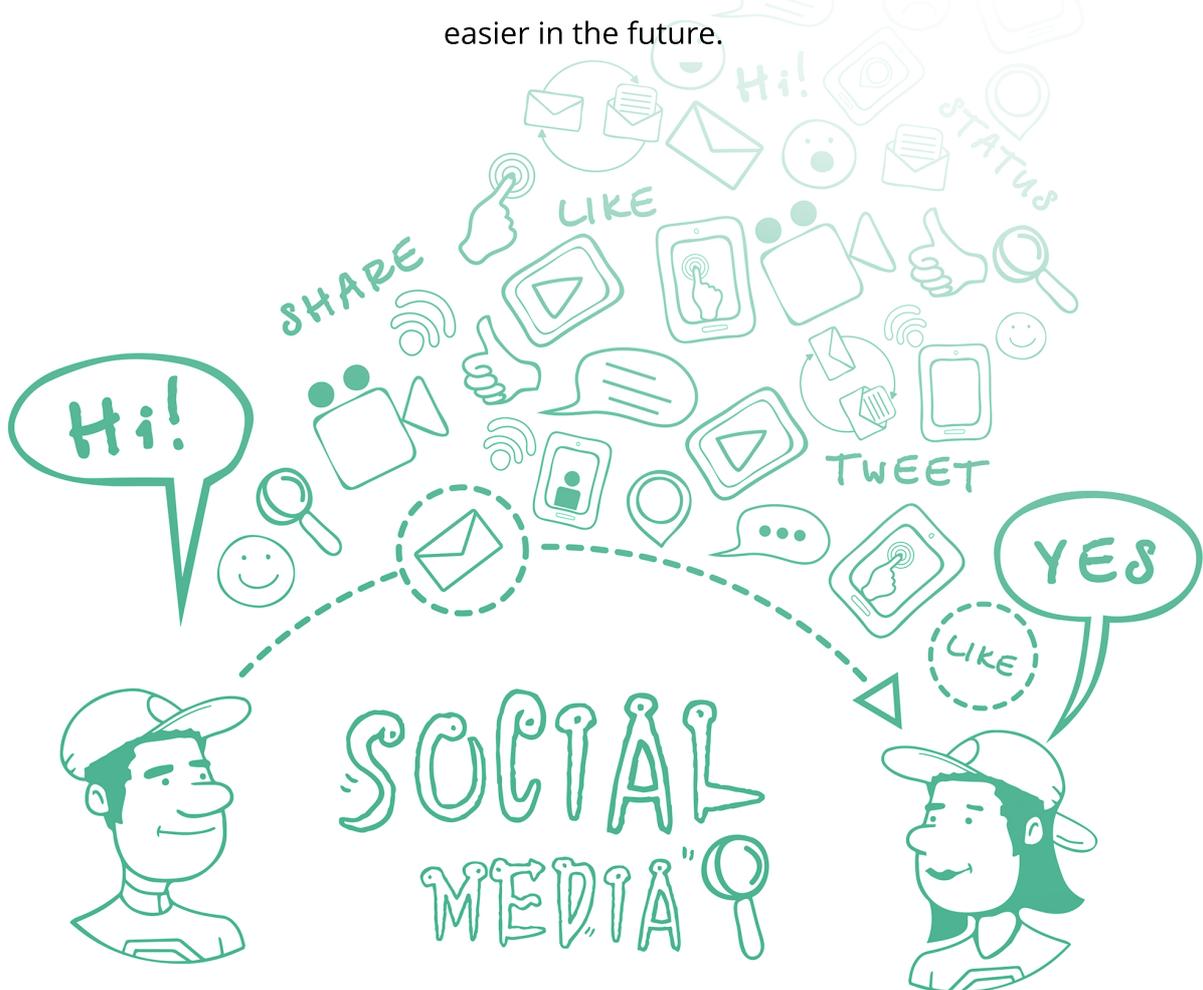




EFFECTIVE COMMUNICATION



First, look at the type of media that's going to be the most effective for you to produce. We're strong advocates for the use of video and audio visual techniques to communicate messages. We see that as being the most efficient way to communicate; you will get better engagement, better compliance and it's going to make your life much easier in the future.





USE A PLATFORM YOUR STAFF USE



Technique number two is about keeping records and getting increased engagement. Can you use a chat group or closed forum group to communicate and absorb information in your organization? Here at Best Practice, we have seen much higher levels of engagement and absorption of information from incorporating this technique. Ultimately, you will improve compliance dramatically in your organization which will make life so much easier and you haven't got lots of documents to update.





ACKNOWLEDGING COMPETENCY



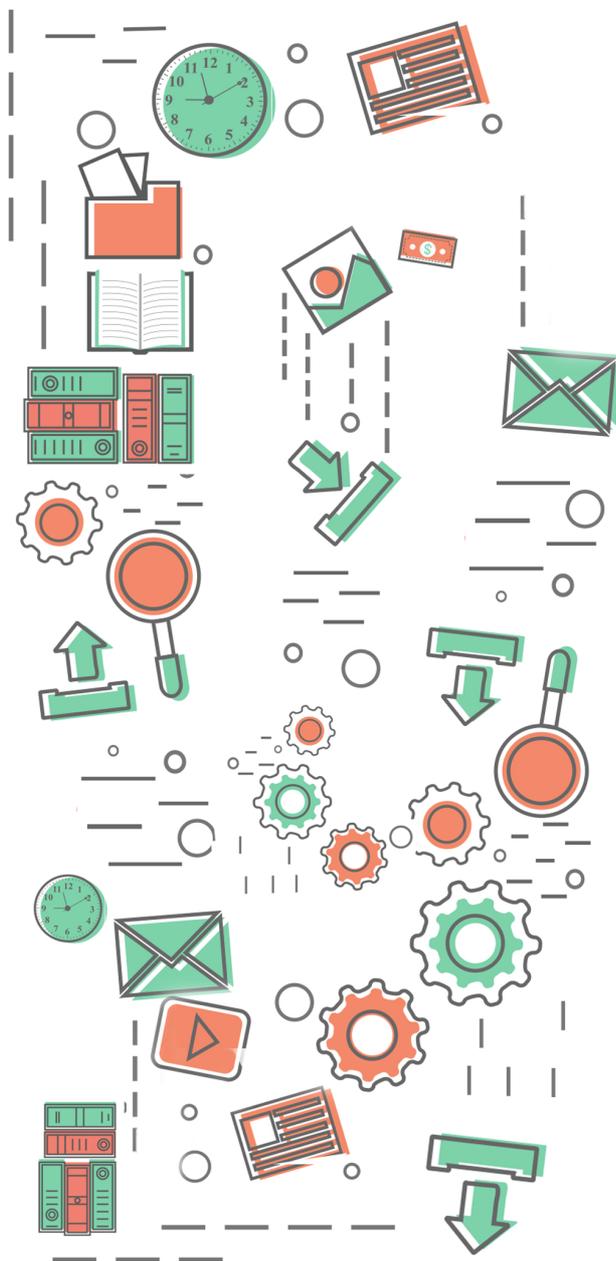
Technique number three: acknowledge competency. High level of skills, qualifications and experience, low level of documents. Low level of skills, qualifications and experience, higher level of step-by-step instructions. We see in the preparation of documents, lots of how-to steps, how to do step A,B,C,D,E,F,G but what the documents often fail to acknowledge is the level of competency, skills and training, required by the incumbent of that position.



You might have highly skilled qualified people in a position, but then you write them a step by step on how to do something. If they don't read it, if they don't follow it, you're paying them a lot of money with lots of qualifications to figure things out; they don't need a higher level of detail in their documents and policies.



ENGINEERING CONTROLS



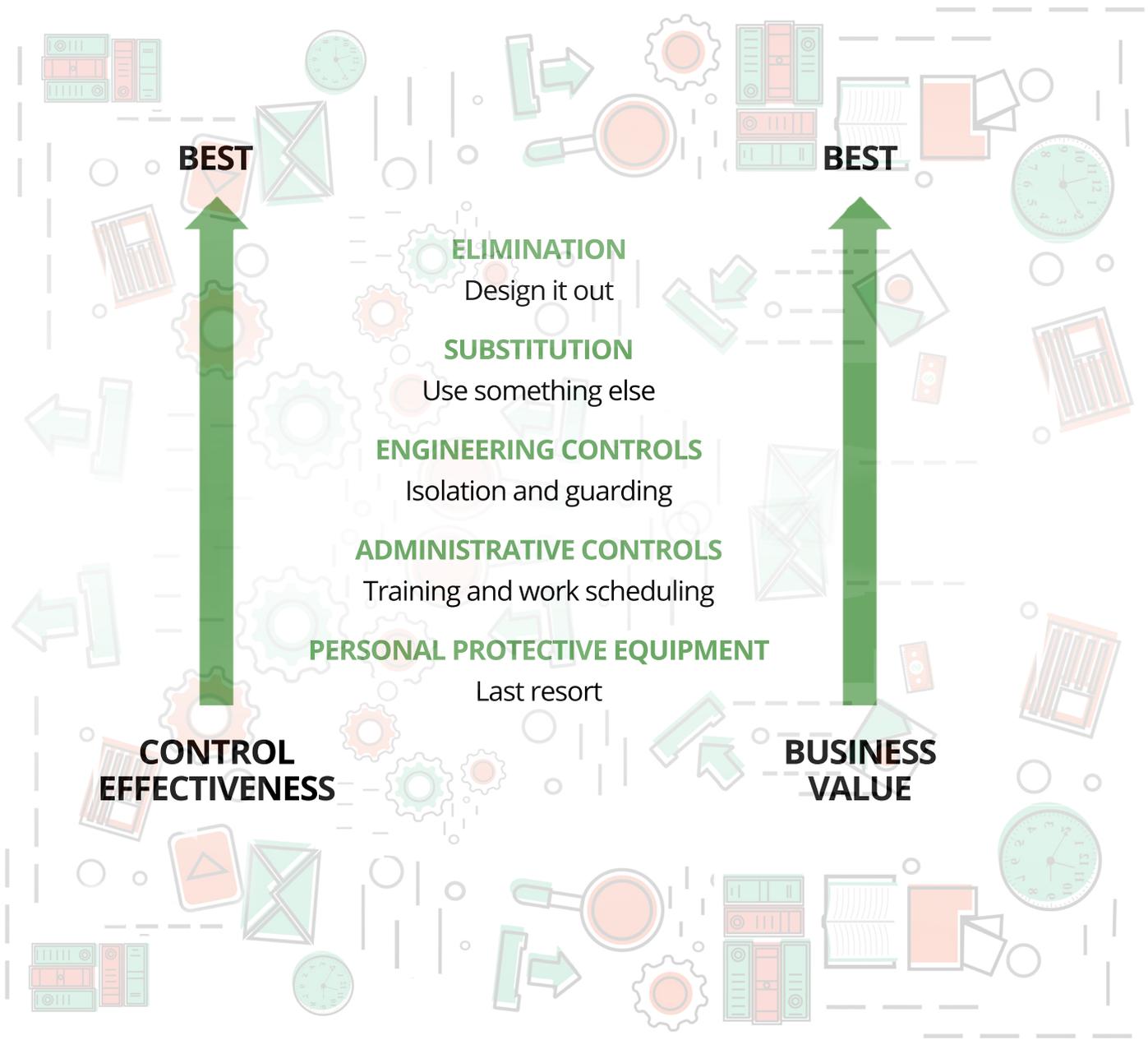
Now, technique number four is interesting: have a look at the hierarchy of control. It's been used for many years in OH&S, but it applies everywhere in business in controlling risk. When we look at the hierarchy of control, policies and procedures are at the bottom.

They're the least effective method to control risk and influence people in the business.

Technique number four is really thinking about: 'can I engineer this process instead of writing down the steps, so that the process flows the same every time.' Considering can you engineer out in your organization a process that might be fraught with autonomy, where we've tried to use a procedure to control steps that people follow, instead you could now consider using software to support how the business runs so that the steps are mandatory and it forces organizations to follow that set routine process.



ENGINEERING CONTROLS





5 FOCUS ON OUTCOMES



Technique number five is focusing on outcomes. What's the outcome you want from people? Now, the steps that you want them to follow might be documented in a procedure, but can you think about the outcome, what's the actual outcome rather than the individual steps you want them to follow?

If you can think, measure, track and communicate the outcomes you're setting out to achieve, you can minimise documentation, and become more outcomes-focused. Don't worry about the procedures, let's just ensure we're getting to the outcomes, and if there's something that's not right about that outcome, someone's getting something wrong. Then focus on asking them the question: how could you improve what you do to get this agreed outcome that we need?

Remember:

1. Think about the outcomes
2. Measure the outcomes
3. Track the outcomes
4. Have people talk about the outcomes they're setting out to achieve



HOW TO PUT IT ALL TOGETHER



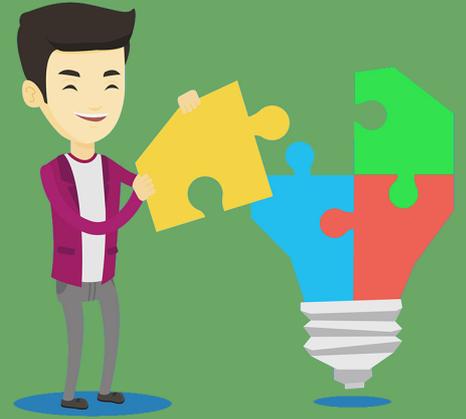
To recap, our five techniques are: use effective media that everyone loves to consume. Recording video, you can record it faster than you can type a procedure, you can then post that video in your private secret Facebook group which is giving people instruction and guidance on what to do.



Facebook will then show you who's seen it; that'll be your training record or your training register, your attendance register. That might be the evidence you need to keep for a quality assurance audit, and more importantly, instead of having the hard copy that you've got a store, either physically or on your own servers, Facebook puts it up in the cloud and keeps it for you to go back and look at, check on it, and you can delete it. You can add it, you can change it, as you need to; re-record it and that's part of all of your updating and refreshing the information. But it's going to be there in the feed on the timeline for people to consume when they can in their own time, when you want them to digest it.



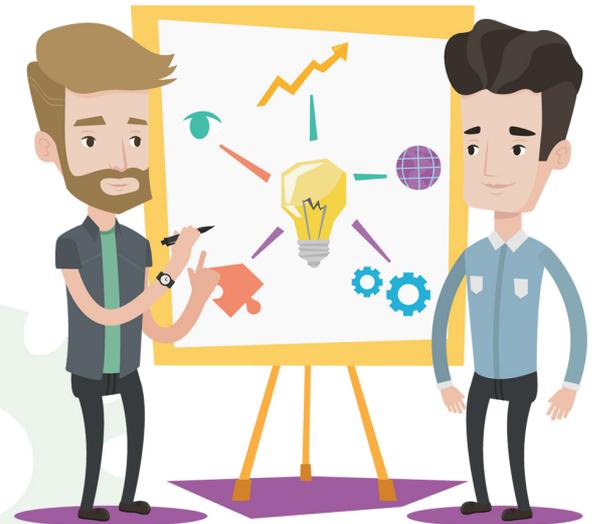
HOW TO PUT IT ALL TOGETHER



Technique number three: acknowledge competency, higher level of skills, qualifications and experience, low level of documents, low level of skills, qualifications and experience, higher level of step-by-step instructions, but choose the media for those people.

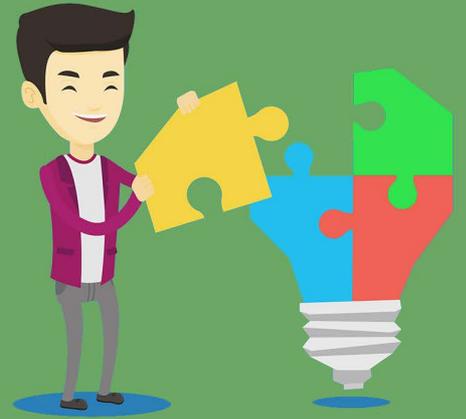
Technique number four is asking whether you can engineer your process; can you have a software package to support your processes and what people need to do that gives them guidance on the next step and consolidates information?

Finally, technique number five is focusing on outcomes, focusing on success factors, focusing on the thing that we're hoping to achieve that previously the procedure said step one to three.





HOW TO PUT IT ALL TOGETHER



Now, with all that in place, you'll have - and I'll guarantee it-, an organization that is communicating, an organization with people consuming and absorbing information and guidance, an organization that's simplified not wasting money on stressing about updating documents, revision numbers, procedures, dates, a lot less typing, and a lot more communicating and effectively communicating with people.

Want more detail on implementing your management systems and how to efficiently & effectively implement them in your organization?

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If you are committed to improving, growing and scaling your organisation and you partner with Best Practice we guarantee that by engaging with us you will have a successful organisational self-improvement system.

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The certification process requires you to take a look at your business in ways you may not have before. If you're serious about success, looking objectively at your business can prove invaluable.

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If you're having difficulty implementing your ISO Management System we offer tailored support focused on *your* business through our world-class taught workshops. For more information on our workshops [click here.](#)
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