



DOCUMENTATION AND TECHNICAL WRITING SOLUTIONS

Documentation and procedure guides that are as easy to use as they are to create

You can ease the challenges of change and add to long-term business success with simple, well-written documentation that is easy to access and use. Your employees get standard, consistent information that is straightforward to read, absorb, understand and act upon. Good documentation improves performance by educating users and decision makers on system capabilities or process step details and reducing guess-work. If you want to capture and leverage the collective wisdom of top performers in your company and benchmark them with the insights of external experts, we can help you.

Your procedures and “how to” documents are the lifeblood of your business. Whether you need workflow process mapping, call center procedure scripting or complex documentation of a computer system, our philosophy is simple: we provide your employees with the information they need to do their jobs most efficiently.

Every documentation job begins with high-level process mapping sessions. This allows you to select your best subject matter experts to help us map the workflows involved in their daily jobs. Through this process, we help you identify the best practice for each of the tasks to be documented.



People, Process, Technology & Training Reinforcement

We then use that process mapping as our road map to create concise, up-to-date procedures for your organization.

Our flexible software, Arrangement By Design® (ABD), includes a step/action table format that streamlines the development process. This tool allows us to create either documentation for hard-copy manuals or online ready documents.

The result: consistent, accurate documentation that helps your employees work at peak efficiency.

TBD Consulting, Inc. can help you with all your documentation needs, including online help, user guides, and policies and procedures manuals.

myCOREformance™ DOCUMENTATION

Or, let TBD train your team to use the essential tools needed to successfully document key procedures in your organization:

- Facilitate process mapping sessions with subject matter experts to capture your organization's best practices for getting the job done.
- Create professional and consistently formatted process maps using Microsoft Visio.
- Capture the details of exactly how the best employees do their work so that everyone in the organization has the knowledge to perform to the same standard.
- Produce a final step-by-step procedure consistent with adult-learning principles.

CONTACT US

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