

Guide: Components of a Procedural Knowledge Document

| Component | Explanation |
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| Work Process | Records the proper name for the work process. |
| Source | Identifies the authority issuing this knowledge and date of issuance. |
| Purpose | Tells the function work process must accomplish. |
| Benefit | Lists the business benefits the process should generate. |
| Start When | States what triggers the start of this work process. |
| Performer | Describes who should perform this process. (Includes the role and any special requirements the person needs.) |
| Input | Lists the resources provided to the person to do the process. (Includes access to people, information, facilities, equipment, materials, tools, funds, etc.) |
| Output | Lists what doing the process produces. (Lists all tangible product or service outputs including interim and final outputs. Notes which are interim and which are final.) |
| Method | Provides the knowledge the performer needs to guide performance of each operation. Lists the tasks completed during each operation and, for each task, the steps that accomplish the task. Includes tips which, if followed, would ensure successful performance of the task and its steps. |
| Standards | Defines each process and outcome criteria used to judge whether the process was executed correctly. |
| Definitions | Explains what each special term used in document means. |
| Supporting Information | Identifies other guidance materials (training manuals, job aids, related guidance) that a performer can use to support correct execution of the work process. |