

Sample Procedure

Purpose: The purpose of this procedure is to make sure we are keeping our website up to date with current products and services

Frequency: This should be done at the beginning of each month or more often as necessary

Department(s) Responsible: Product Development, Marketing

Forms: use the Product/Service Update Form located at Z:\Forms\Product & Service Update Form

Instructions:

1. Explain the process from the very start; it helps to write each step while it is being performed
2. Write as if someone who has never done this before will be doing this procedure – the more detail the better; assume they don't know anything about the process
3. Detail each step of the process with specific details
4. Add annotated screenshots where necessary
5. Include links if someone must log in to a website as well as the person/department who has login credentials or where this information can be accessed
6. If something needs approval, note the person, position responsible for approving
7. Include how the person will know the process is complete
8. Test the instructions by having someone from another department follow the instructions and update the process to answer any questions they may have or anything that was missing
9. Review the procedure periodically to make sure it is up-to-date and still accurate with any changes that may have occurred & update the date in the footer to reflect the most recent revision
10. Keep a copy of the procedure in a place where employees can access it and send out revisions to those involved each time the procedure is updated

Troubleshooting:

- If this happens: here is a solution to follow
- Or if this happens: make sure you have the correct permissions (check with IT)