

A Case Study: XYZ Procurement Procedures

SPARK THOUGHT is a strategic consulting firm that provides operations and management support services to a wide-range of clients, in multiple industries. Our main support services are: knowledge management, regulatory compliance, technical writing, portals and collaboration, and instructional design.

XYZ (an oil and gas pipeline support company) approached SPARK THOUGHT in April 2019 asking us to update, revise, reformat, and edit 28 procurement procedure documents. We had previously worked on individual policy and procedure documents for XYZ, and this new project was an extension of the previous work we had done for them.

In any project that we take on, it's our usual practice to first conduct a gap analysis to better help us to determine the initial condition of the document format and content, and then meet with our client to establish the goals and expectations for the project. Once the expectations are established, project analysts and writers meet to develop a plan and schedule to complete the project. The initial planning for XYZ's procurement procedures project followed our established project development process.

SPARK THOUGHT received 28 procurement procedures, in Word format, that had been developed more than a year-ago and were in need of a content re-write for clarification, procedure logic and coherence, definition of appropriate terms, establish oversight responsibilities, and identification of references and forms used in the procedures. We also reformatted the procedures for a consistent appearance and organization. The documents were divided into three sets to better manage the review process and weekly progress reports were planned.

The first-draft documents for subject matter expert review and revision were delivered a little ahead of schedule. When the documents were returned to SPARK THOUGHT, the revisions and corrections were meticulously incorporated into final-draft documents and each procedure was subjected to a thorough proofreading process for content and design. SPARK THOUGHT always strives to produce error-free documentation. The 28 XYZ procurement procedures were collected into one easy-to-use procedure manual. The new Procurement Procedure manual can be easily updated and distributed electronically.

We have been asked to do several follow-on projects for XYZ based on our reputation for superior planning and analysis, exceptional writing and documentation skills, outstanding project turn-around times, and the exacting attention-to-detail for the work we produce.

SPARK THOUGHT has broad experience helping major organizations and corporations assess documentation requirements and implement frameworks that are customized to address their specific needs. We have created new and updated written procedures designed to implement processes and practices, designed new forms and records management processes, and generated course materials for process and procedure training. Don't let your documentation become ineffective, stale, and outdated when experienced consultants can help to ensure you stay up to date.