

GOAL

PROCESS

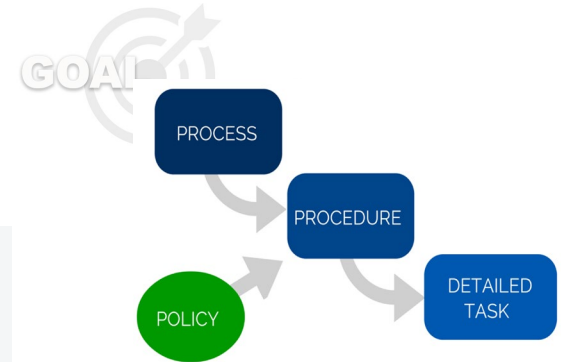
PROCEDURE

DETAILED
TASK

POLICY

Definitions

A **Goal** is a measurable business outcome such as % error reduction, reduced time, etc



A **Process** is the highest level description of a task or series of tasks. It gives the big picture and overall work flow of a multi-step task.

Processes answer the question: How does a particular function or area of your business work and what happens. Providing employees this view helps them see how everyone works together and how their role fits in.

A **Procedure** (sometimes referred to as an SOP or Protocol, Best Practice) is more detailed than a process, but not as detailed as a work instruction.

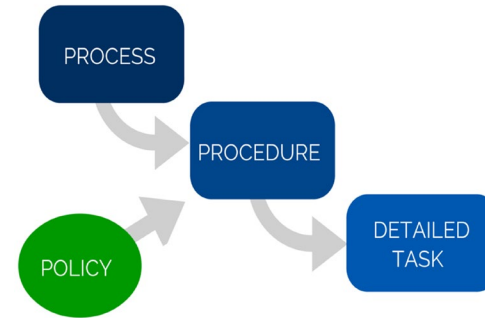
Answers the questions: what happens, in what order, who does what to whom and how.

A **Detailed Task / Work Instruction** is typically carried out by one person from start to finish, in one sitting.

Work instructions change more frequently than processes and procedures. They should be separate, but linked to the other elements.

Policies are separate but should be linked to processes and tasks. A policy is a guideline or the official position with respect to a topic. Policies do not contain steps or actions. Think of policies as the result of “what should happen” if you take the right actions.

Why this framework *always* works.



It accommodates the way people seek answers in daily situations, leading to faster, more accurate actions and better decisions.



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