

OPERATIONAL DOCUMENTS

TECHNICAL AUTHORING CASE STUDY



BACKGROUND

Our UK Client, a leading installer of energy saving measures, LV and HV electrical services and renewable energy technologies, commissioned the services of Threeewood Consulting to establish and develop a robust suite of documents that defined the safety precautions and modus operandi for work on or near HV networks and associated electrical equipment.

100% CLIENT SATISFACTION

BESPOKE SOLUTION

OBJECTIVES



Identify and develop operational documents including overarching policies and underlying procedures



Maintain legislative compliance



Reflect industry good practice



Clear and unambiguous content



PROJECT AIM

Develop a bespoke suite of documents, including Electrical Safety Rules that will form the foundation of the Client's OH&S Management System with regards to operational tasks and activities on Third Party owned electrical networks.



PROJECT CHALLENGES

- Short project deadlines
- No previous or benchmark Client documents
- Varied subject matter
- Author knowledge and experience of specialist sectors



PROJECT SOLUTION

Threepwood Consulting successfully delivered the project to Client satisfaction, using the following PLAN-DO-CHECK-ACT delivery techniques:

- Regular Client dialogue and the issue of project updates (virtual/planner/timeline)
- Document outline development (logic and flow)
- Technical author guide (conventions/enhancements/continuity of approach)
- Proofreading
- Peer review
- Client engagement/edit/agreement
- Final review and issue

"I would like to convey my appreciation to you and your team, for delivering the suite of documents in such a professional manner... the technical quality and service provided were exceptional. We would recommend Threepwood Consultancy both internally and externally"

KEY RESULTS

Client
Satisfaction

Legislative
Compliance

Comprehensive
and Robust
Solution

Policy

Procedures

Electrical Safety
Rules

Safe System of
Work

Contact Us



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