



Case Studies

Documentation

Client's Business Need

Our client was required, by regulation, to create a training standard operating procedure for their quality function. This document was to capture their approach to training and their process for ensuring all employees received the appropriate level of training.

Our Documentation Solution

EnVision assisted the client with the following:

- Flowcharting the current process and future process and identifying gaps.
- Documenting the process in a standard operating procedure, formatted and written according to the client's corporate requirements.

Improved Performance

The client implemented the procedure and fulfilled regulatory and corporate requirements.

Client's Business Need

Our client implemented a new talent management system and did not have expertise or capacity to learn the system, document its use for employees, and prepare for user acceptance testing.

Our Documentation Solution

EnVision supported system testing and implementation. In addition to providing Help Desk training and support, we prepared numerous documents including the following:

- User acceptance testing scripts.
- Two sets of reference guides (for managers and for employees) on five systems functions.
- Instructor guides for webinars.

Improved Performance

Testing went according to plan and the client successfully rolled out their new talent management system on schedule.

- Employees were able to use the new system appropriately.