Process Library Development and Implementation
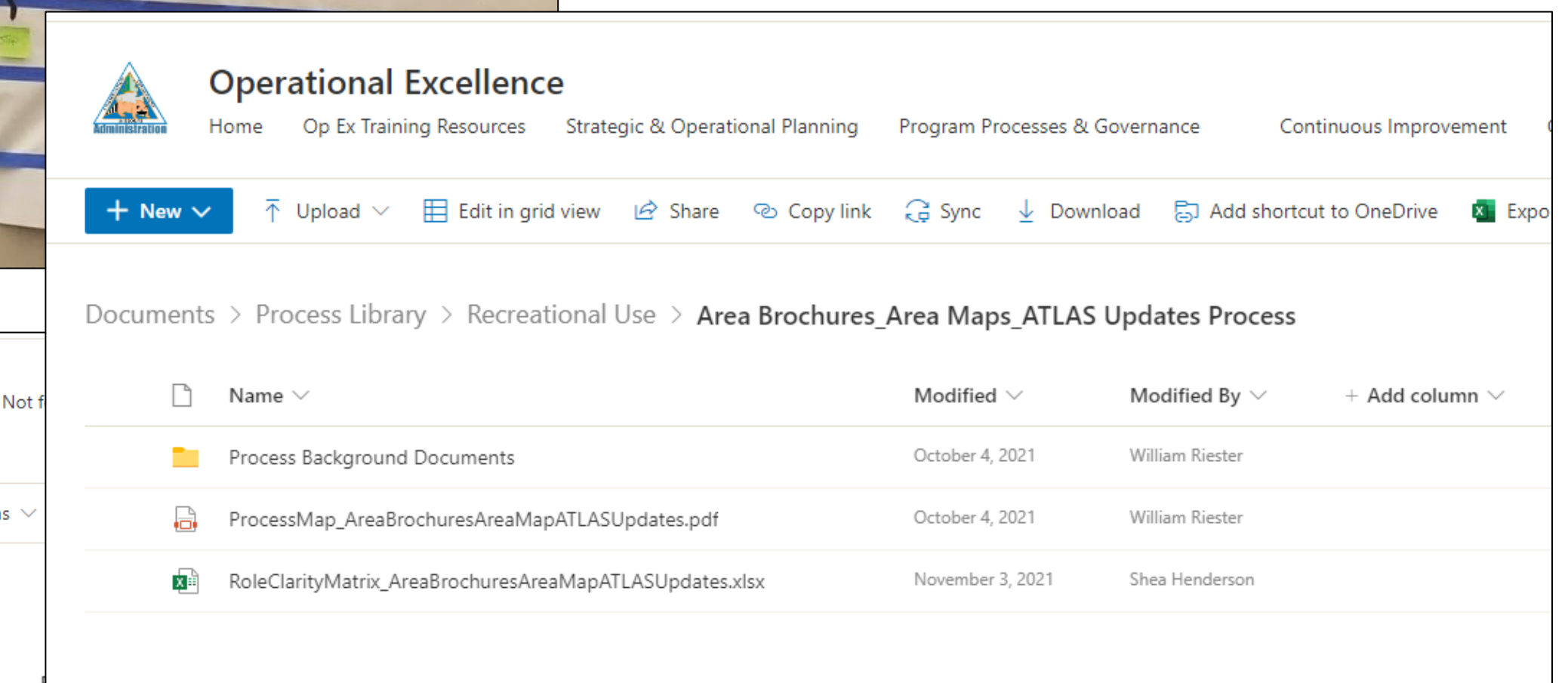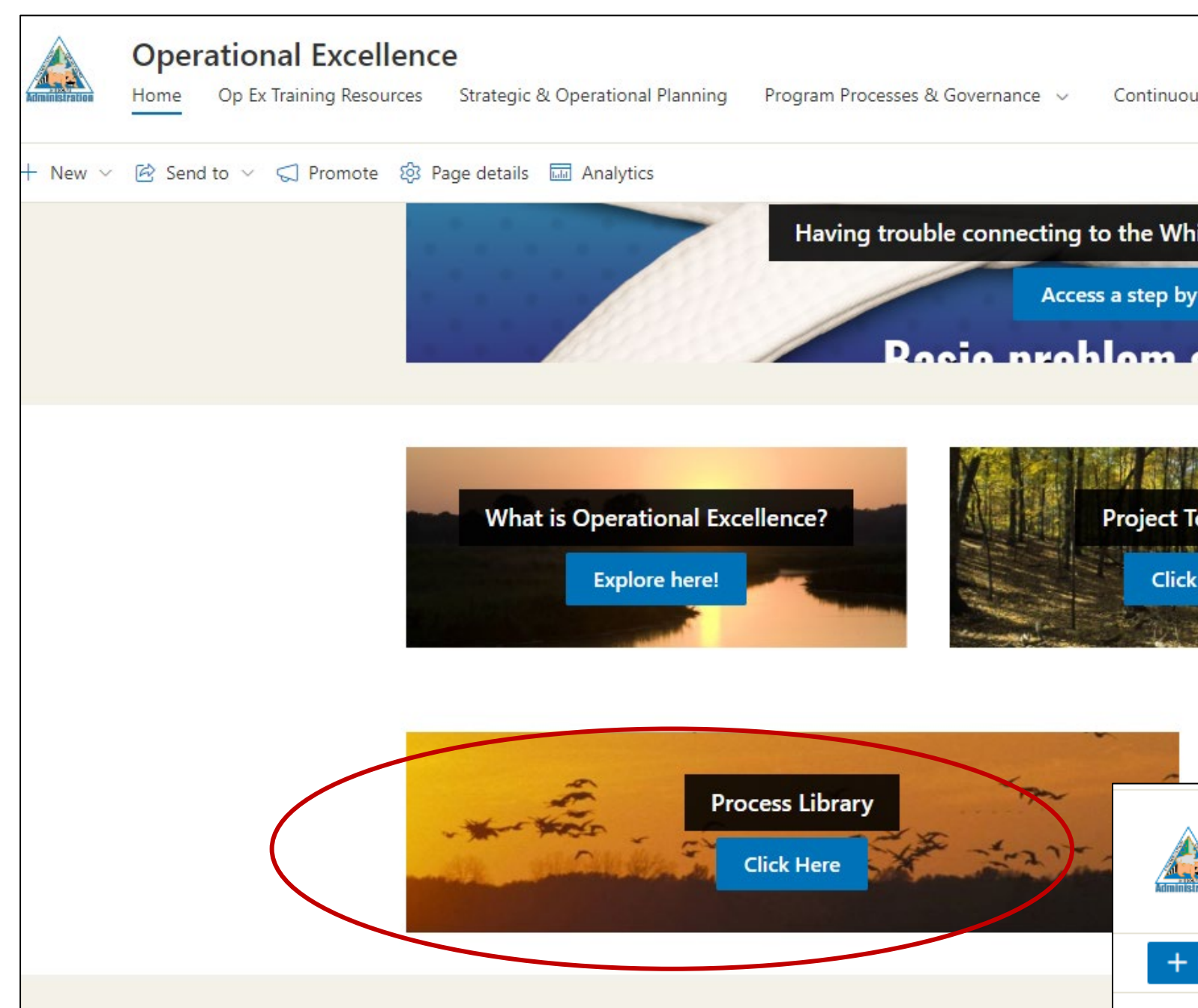
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Background

For the past several years, MDC has been documenting processes through process events. Each process event would have a process map, role clarity matrix, and an implementation plan at the least.
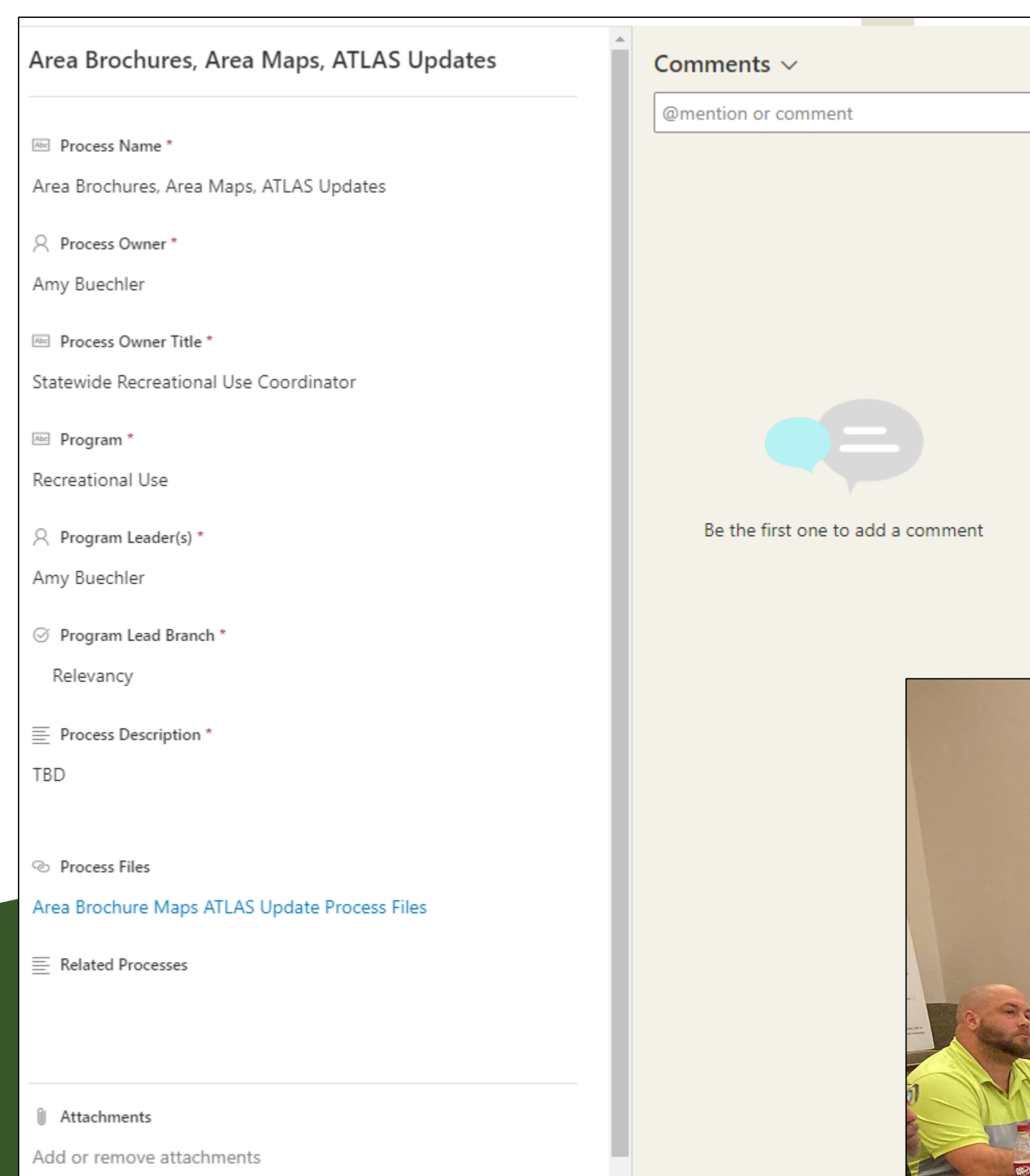
Problem Statement

MDC didn't have a single source of truth for process documentation. Files were saved on local computers and multiple files existed.

Action

- Utilized SharePoint to develop a Process Library
- Communicated the location and use of the library to all MDC staff

Outcomes

As MDC continues to document processes through process events, as well as documenting key work processes for our program areas, this will be the single point of truth for that documentation. Whenever new and existing staff have a question about how a given process works, the documentation and resources will be easily available.