Areas for Improvement and Potential Solutions

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| Issue  | Solutions  |
| **Overall Publication Process**  | Publication process tracker  |
| Evaluation of the publication process (PP tracker) |
| **Quality Assurance Process** | QA Guide/QA checklist for publication process  |
| Definition of quality  |
| A list of skills and an overview of how to select a project quality assurance  |
| **Variation in Writing Quality**  | Writing Guide for quality elements per product |
| Writing samples |
| Process for providing constructive feedback |
| Assessment of KHI staff writing skills |
| Assessment of candidates writing skills |
| **Peer Review**  | Checklist for Peer Review  |
| Clear expectations regarding Peer Review comments (Peer Review Guide)  |
| Examples of quality peer review  |
| List of skills needed to conduct Peer Review  |
| Assess staff Peer Review skills  |
| List of external Peer Review and describe a process for engaging them  |
| **Version Control**  | Require to save all documents on a shared drive with appropriate naming conventions  |
| Develop a list of naming conventions  |
| Implement SharePoint  |
| **Communicate****Publication Process**  | Develop robust communications strategies for communicating publication process to KHI staff |
| **Final approval form**  | Update a final approval form  |
| **Maximizing Value of Communications**  | Describe communications staff role during the publication process and develop a communications “menu of services”  |
| Communications lead is responsible for calling communications meetings |
| Communication value review checklist, layout checklist and graphic checklist  |
| **Scope Change**  | Template for a publication outline  |