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 |