

Process Instructions

This is an example of writing for technical or procedural writing. This was likely written for a proposal and later used in a manual of Standard Operating Procedures.

Issue Resolution

We define levels of issue severity, response times, and issue tracking processes together with the customer before starting any project.

Once an issue occurs, we handle them as follows:

- Issue entry – XYZ PM or client PM
 - Validates the issue
 - Verifies that the issue (or similar issue) has not already been logged
 - Enters detailed issue information
 - Assigns issue owner and specifies due date
 - If the issue owner is not available at the time of issue entry, XYZ and the client jointly decide on an owner during one of the regular weekly meetings
- Issue tracking
 - Issue owner tracks and resolves the issue, but may delegate it to another person
 - Delegate could reset the due date
 - Issue owner or delegate notifies the issue originator that the issue is resolved and changes the status to “Resolved”
 - When the issue originator confirms the resolution or does not raise the same issue within a certain time period (for example, one month), the issue originator changes the status from “Resolved” to “Closed”
 - During regular issue status meetings, the client and XYZ:
 - Discuss hot issues and agree on action items
 - Assign issues to owners when needed
- Issue escalation (for concerns or complaints impacting the service level, that have not been solved in a timely manner, or are recurring)
 - If the XYZ PM is not able to resolve a critical issue by a specified due date, the client PM will escalate the issue to the XYZ delivery manager and copy the account manager. Both the account and delivery managers will decide to provide more visibility to other levels of management within XYZ. The customer, the PM, or both parties in agreement, will directly initiate an escalation to address a specific situation.

The table below is an example that XYZ could adapt to your projects.

Status	Impact	Due Date
Critical	Indicates a problem that affects all products or countries, where no workaround is available or keeps a project from moving forward. Or Indicates an issue that causes a significant (>20%) impact on quality, turnaround time (TAT), or the cost of all projects.	From five days to one week
Medium	Indicates a problem that affects most of the products or countries, where a short-term workaround is available. Or Indicates an issue that causes a potential impact on quality, TAT, or the costs of a large number of projects. Or Asks a technical or process question.	From ten days to two working weeks
Low	Indicates a problem that affects a small subset of products or countries, for which an easy workaround is available. Or Indicates an issue without immediate impact on quality, TAT, or the cost of a small number of projects. Or Asks general information questions, where there is no specific support request.	Four working weeks
Resolved	Owner fixes the problem or issue.	
Closed	Originator acknowledges the resolution or does not raise the same problem or issue within one month after the resolution.	