

## CONTENT

	Page
Chapter One “How” Is Procedure	1
Chapter Two Preliminary Planning	8
Chapter Three Overcoming Resistances	24
Chapter Four Distribution Systems	30
Chapter Five Researching Procedure	38
Chapter Six Securing Management Approval	50
Chapter Seven Cataloguing Procedure	58
Chapter Eight Writing for Readers	66
Chapter Nine Design Mechanics	83
Chapter Ten Types of Manuals	99
Chapter Eleven Follow-up	105
Bibliography	111
Index	113