

## Development, Review and Publication of External Documents

It is necessary for the PCSA to ensure that all documents made available in the public domain by the PCSA meet the Purpose (See Purpose and Constitution – ORG002) of the association and are consistent in approach, tone and format and have the ascent of the membership prior to publication.

The objective of this standard is to set out the success criteria for projects that result in the production of external documents or materials, the criteria for documents and the process that will be followed. Deviation from this standard needs to be notified and approved by the PCSA Executive Committee.

This standard will be reviewed as necessary and at least annually by the Executive Committee.

### Criteria for plans

- Roles and responsibilities identified including Responsible Owner and Executive Sponsor
- Project plan with timescales for development, and delivery aligned to meeting dates
- Interim update timing agreed
- Stage sessions e.g. conference calls
- Sign off stages
- Final submission to be signed off by the Exec Committee
- Publication arrangements and timescales to be agreed

**Criteria for documents/products** (check-sheet for exec sign off with comments required, with signature boxes)

No	Item	Initial
1	Appropriateness to the industry.	
2	Has the audience been identified? And does it meet the needs of the audience?	
3	Free to access document, downloaders to provide details, are we hitting the target audience.	
4	Case studies that are relevant and de-branded (A warehouse holding parcels caught fire).	
5	Non-prescriptive (no “you must”, “should”).	
6	“Non-exhaustive list of risk factors”.	
7	No reference to specific members organisations.	
8	Pictures and diagrams required to support text.	
9	Simple language all technical descriptions simply explained.	
10	Glossary of all terms and abbreviations used.	
11	Referencing external documents e.g. HSE must be current.	
12	Are the materials relevant to the subject and the content/ intended audience.	
13	Have the project goals and objectives been met?	
14	Publication – is the documentation now available for PCSA Members.	

This is not an exhaustive list and other factors or issues may be considered.

## Process

- Initial trigger either:
  - Legislative change.
  - Experience driven sector risk
  - HSE strategies and themes
  - PCSA Statistics require focus
- Wider group engagement for ideas on way forward.
- Exec committee discussion and election of responsible owner.
- Responsible Owner to scope project using the table 1 below sets up tech committee and sets initial deadline for a staged approach to the plan.
- Exec committee agrees the above plan.
- Responsible Owner takes plan and assembles members.
- Team complete necessary detailed work.
- Responsible Owner and assembled team to provide final submission.
- Exec Committee authorisation or send for re-submission, set timescales for additional actions.
- Where applicable Responsible Owner input to template or rework.
- Where applicable Responsible Owner sends final version to all Executive.
- Executive seeks endorsement from all members of PCSA group – silence is ascent (51% ascent).
- Achieve in website by website lead / administrator for the purposes of record.
- Send communications.
- Evaluate audience response and review on an annual basis.

<b>Project Plan Number 001</b>	<b>Example Project Plan</b>		<b>Form 001</b>
<b>Title:</b> ADR Guidance Note for Parcel Carriers		<b>Date:</b> October 2016	
<p><b><u>Brief Background</u></b></p> <p>Dangerous goods are a product line that most carriers have to deal with on a day to day basis. Members of the PCSA have recognised this as potential issue for those who do not hold the same amount of understanding of knowledge as member organisations, as such presenting a risk to the members.</p>			
<p><b><u>Problem Statement:</u></b></p> <p>Some clients like to flip between the carrier organisations, as some organisations have or do refuse to carry within Limited Quantity (LQ) Limits.</p>		<p><b><u>Goal Statement:</u></b></p> <p>To provide recommendations/solutions to ensure that all carriers of LQ have the same level of understanding and knowledge and are conversant with the risks associated with carrying such products.</p>	
<p><b><u>In Scope:</u></b></p> <p>All Couriers</p> <p><b><u>Out of Scope:</u></b></p> <p>Non LQ materials and substances</p>		<p><b><u>Team:</u></b></p> <p>Sponsor: Responsible Owner: Team Leader: Team:</p> <p><b><u>Key Stakeholders:</u></b></p>	
<p><b><u>Primary Metric</u></b> - has to fulfil the requirements of the PCSA Purpose and Constitution.  <b><u>Secondary Metric</u></b> - How many members have clicked through website</p>			
Originator:	Timescales for expected delivery:	Sign off for completion:	