

## Record Keeping

### A. Overview.

The successful application of *CapacityWare*<sup>TM</sup> requires that records be kept in several established categories listed below. The primary reason for keeping records is that Events and conditions can be more easily and effectively managed when there are paper-trails (although not all records need to be paper-based), and so that trends can be identified and extracted from documentation that aid in strategy formulation or adjustment. In some minor cases, documentation may be created without a follow-on use, but in the vast majority of cases, documentation will be created as used in the decision-making process.

### B. *CapacityWare*<sup>TM</sup> Records.

The preferred method of record keeping will entail the central use of *CapacityWare*<sup>TM</sup> at the core of MS Office® suite. Within *CapacityWare*<sup>TM</sup> are several "modules" that receive or generate, retain, and report data for change agents involved in organization development activities. Especially when the *CapacityWare*<sup>TM</sup> configuration is LAN-based, and all change agents have access to the software, manual record keeping is likely to be at a minimum.

### C. Manual Records.

It seems impossible to do away with ALL manual records. The *CapacityWare*<sup>TM</sup> manual record structure has been pared to a minimum, however. One essential folder contains client-agreement data. Other folders are reserved for Events and may be disposed of immediately following the Event if records within them are otherwise contained in *CapacityWare*<sup>TM</sup>.

Note. *QWLC* uses a system of color file folders to distinguish one file type from another as follows:

? Orange	Vendor Files
? Buff	Technology
? Red	Personnel
? Blue	Event/Client Record or Initiative (with Yellow Stripe)
? Yellow	Proposal
? Purple	Marketing
? Green	Client Business Files

**1. Manual Event Files.** Manual files contain all information pertinent to the Client or Event being considered. Of particular interest are documents NOT generated internally that can be retrieved from internal files. When *CapacityWare*<sup>™</sup> software is used extensively, much of the manual filing system can be omitted.

**2. Manual Initiative Files.** By nature, initiatives are long term. Details of an initiative being implemented will likely be filed in Event Records and not needed in an initiative file.

**3. Manual Client System Files.** Client information apart from events can best be maintained in a separate file. All information that would pertain to all events for any client can best be summarized in the client files. Overarching financial data is appropriately maintained in the client system files.

#### **D. Internet Records - The Client C.H.A.R.T.**

When provided for in advance by agreement with the client, *QWLC* as an external consultant will maintain a password-protected page so that those change agents in large complex organizations can have a single source of documentation concerning long-term interventions. For more on the Client CHART, see also Attachment 3 to this Tab, and Tab 10 of the Diagnostic Report and Follow-through Manual.