SC Documented Information Framework

Structure Construction's documented information consists of (a) policies, (b) processes, (c) procedures, (d) instructions, (e) calculations, and (f) other information, which are defined in Table 1. In general, the "What" information belongs in the Bridge Construction Memos (BCMs), while the "How" information belongs in the appropriate Structure Construction technical manual.

Table 1. Summary of "What" and "How" in documented information

Information Description	Information Type	Information Type Definition
WHAT Describes the tasks someone is responsible for, what is expected of them	Policy	A policy is defined as a course of action or principle adopted or proposed by an entity. SC establishes policies that promote quality.
	Process	A process is defined as any activity or set of tasks that uses resources to transform inputs into outputs. In this context, SC processes are the series of tasks undertaken by SC employees to transform a product or service received into a product or service given as an output to a customer of the process. These tasks could be in furtherance of their responsibilities as SC employees or in the performance of construction contract administration.
	Procedure or Procedural Steps	A procedure outlines how to perform a process. Procedural steps are a fixed, step-by-step sequence of activities that must be followed in the same order to correctly perform a task. By definition, procedures are contained within processes.
HOW Describes supporting information that details how to perform a task	Instructions	An instruction describes how to perform a task, which in general terms is a more detailed portion of a procedure.
	Calculations	Calculations are mathematical determinations or solutions used to support specific instructions.
	Other Information	Other information includes background or historical information on the origins of a process, commentary on specifications used to define a process, case studies, and other documentation in support of instructions, procedures, and processes.