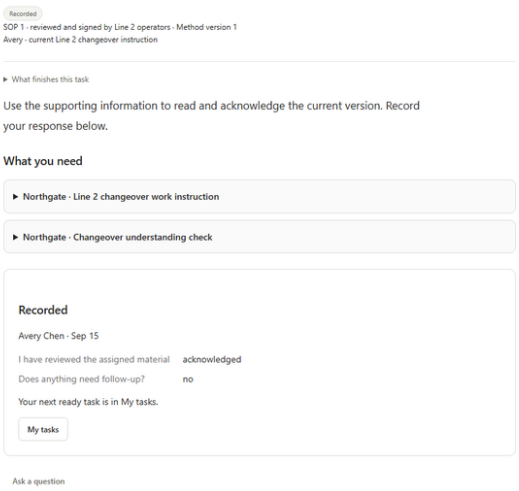
READ AND ACKNOWLEDGE A DOCUMENT

Turn instruction questions into guidance people can use

Give the team lead a place to answer a question, decide how the instruction applies and arrange support. The employee gets guidance for the part of their work that prompted the question.

Read and acknowledge the current version > Answer the understanding check (when selected) > Resolve a raised question or a failed check (when triggered)

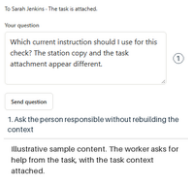
SkillSmith · Keep the acknowledgement with the assigned instruction



SkillSmith · Record the understanding-check result separately



SkillSmith · Ask for help with the task attached



Keep the acknowledgement with the assigned instruction

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Assigned team member	Read and acknowledge the current version; Answer the understanding check	Respond with attempt, document version, optional question and pass/fail.
Team lead	Resolve a raised question or a failed check	Respond with answer or applicability decision and support arranged.

Explain how the instruction applies and arrange support

In a worked example, the employee cannot apply one part of the instruction to their work; the lead records an answer or applicability decision and arranges support.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Document to read	Open the selected material for this occurrence.
Recorded response	answer or applicability decision and support arranged	Save the response with its work context.
Review point	the member raised a question, or failed the check after the allowed attempts	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Read and acknowledge a document

Bring document to read into the prepared work. Assigned team member and Team lead each receive the context needed for their part.

01 Read and acknowledge the current version

Record person, document version, timestamp and optional question.

02 Answer the understanding check

When the acknowledge and check variant is selected, record score, pass/fail and attempt.

03 Resolve a raised question or a failed check

When the member raised a question, or failed the check after the allowed attempts, record answer or applicability decision and support arranged.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Read and acknowledge a document

Every person who must work to a controlled document has read the current version and confirmed it - and, where the site chooses, answered a short check. It is a receipt of reading, kept per person and per version.

Getting SOP 1 reviewed and signed by Lighting Contractors

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Document to read The task uses this material	The controlled document; the published version is pinned to every occurrence.
Understanding check The task uses this material	Three to eight questions tied to the document version; only for the 'acknowledge and check' variant.
Wording The task uses this material	Optional wording that explains why this group must read it.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose document to read from the resources your team uses.

02 Agree the responsibilities

Confirm assigned team member and team lead for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Walk through these conditional steps: “Answer the understanding check”; “Resolve a raised question or a failed check”.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains answer or applicability decision and support arranged. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring document to read. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do the conditional steps become part of the method?

The conditional route is used when the acknowledge and check variant is selected. Select the variant or respond to the recorded condition before treating that step as required.

What is the outcome for the wider workflow?

An acknowledgment is retained for each person and document version. When selected, the understanding check or recorded applicability decision accompanies that response.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
An incomplete response loses its correction route.	Use waiting, return and correction paths with a responsible owner and retained context.
An open item has no visible responsible next action.	Inspect task state, related work and the responsible next action in Pulse.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- What answer or applicability decision does a raised instruction question need?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

skillsmith.com/contact