



Colin Garrison <colin.garrison@mha-it.com>

FW: "[REDACTED]" SOP for your review

1 message

Garrison, Colin <Colin.Garrison@cvshealth.com>
To: "colin.garrison@mha-it.com" <colin.garrison@mha-it.com>

Tue, Jan 17, 2017 at 2:38 PM

From: Garrison, Colin
Sent: Tuesday, October 04, 2016 11:02 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: "[REDACTED]" SOP for your review

Hi Sarah –

Thanks for your time yesterday. Here's the new version of our SOP that includes the changes we talked about. For starters, you'll see I renamed it. Also, in Phase 1, I divided the tools discussed into 2 groups as you suggested, one on Reporting Tools that help the analysts understand what's going on, the second on Analytical Tools, which generate possible solutions. In the discussion of RADR reports, I cut out those last two sentences, about accessing historical information. I didn't paste them elsewhere because it seems to me the same material is already covered in the Promo Optimization Tool part just below. (But if there's some part of that you want to preserve, let me know.) I also fixed "more fun visually" and added, in Phase 3, some lines to highlight the participation of those other teams.

No problem if you find more things you think we should do; just let me know. (One way is, you could go to the Review Tab, click Track Changes, then add comments.) If you think it's good to go, please tell me and file it in the Done drawer.

Thanks for all.

Colin

Colin Garrison

Senior Technical Writer / MHA

p: [617-913-7726](tel:617-913-7726)

From: Garrison, Colin

Sent: Tuesday, January 10, 2017 8:54 AM

To: [REDACTED]

Subject: RE: Updated version of "[REDACTED]" for your review ASAP

Hi everyone –

Carol, thanks for the note. Right now we have 2 gaps between what our SOP says and what your process (apparently) is. I don't think there's any point in scrambling to try to finish today. I doubt it's even possible considering that we still need to hear from Cory. I let my managers Liz and Katherine know what's going on. Hopefully I can talk to them in the next day or two, then I'll get back to you and see if maybe we can't schedule one more short meeting to get everything ironed out.

Colin

From: Garrison, Colin

Sent: Thursday, November 03, 2016 7:55 AM

To: [REDACTED]

Subject: Agenda for today / notes from last time

Hi Jim -

For our meeting at 2 today: Looks like our agenda is to finish talking about the material for the "[REDACTED]
[REDACTED]" SOP then move onto the "[REDACTED]" and "[REDACTED]" docs.

For preparation, it might help if you think about how these processes can be divided into phases. So for example, for one I did for Category Management on "[REDACTED]" we broke the process into 6 phases: 1. Deciding to discontinue an item, 2. Putting the item on the Remove Track, 3. Notifying the supplier, and so on.

Below (to jog your memory) are the notes I typed up from the recording of our last session where you started getting into the substance of the generating a hypothesis doc.

Thanks again. See you this afternoon.

Colin

From: Garrison, Colin

Sent: Monday, December 19, 2016 10:24 AM

To: [REDACTED]

Subject: Back to you with the SOP "[REDACTED]"

Hi Lisa –

Here's the SOP now called "[REDACTED]". I incorporated your changes. This version is clean except for a dozen or so comments. I've taken this as far as I can for the time being. Fixing the things that are still up in the air requires subject-matter knowledge.

The four main things that still need to be done are:

- 1) Confirm or correct the order of the phases in the body and fix the sequence of their numbering. (E.g., right now, the Process Description part starts with Phase 4. I didn't want to go through and change all the phase numbers until you had a chance to make sure everything is in the right place.)
- 2) Change the preview of all the phases in the Task Overview section so it accurately reflects the body in terms of phase order. (Actually I can do this once you verify that the body parts are in your preferred order.)
- 3) Go through the body and correct or confirm any references to other steps and phases in the doc (e.g., where it says things like, "See Phase 14, Step 20.").
- 4) Clear up various random small things that are tagged with comments.

Does this make sense to you? I think this is the last significant bit of work for us to do on our whole collaboration.

Colin

From: Garrison, Colin

Sent: Monday, November 14, 2016 12:31 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Draft SOP "[REDACTED]" for your review by 11/21

Sangeet –

Here's the draft of our Go to Market SOP, which I called "[REDACTED]" We can change the title if you think this inaccurate. Based on past experience, it will probably be most efficient if I gather your feedback in person. Hopefully we can fit this in tomorrow.

Yasemin –

[REDACTED] asked me to also incorporate your insights into this SOP. Would you mind looking it over and thinking about what if anything you might like to add? If you are available in the next week or two, I would be glad if I could schedule 15 or 20 minutes with you. I'll send you an invitation.

Thank you,

Colin

From: Garrison, Colin

Sent: Friday, December 16, 2016 1:18 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Final OK requested on ILAB SOP

Hi all –

Carol, thanks for those edits. I incorporated them into this new draft.

MaryJane, I'm the tech writer working with Katherine on the SOP project. She sent me the version of this ILAB SOP with your comments. In response to them, I've added some text to the draft using Track Changes.

Would each of you mind looking at it again to see if more changes are needed or you approve of it the way it is?

Thank you.

Colin

From: Garrison, Colin

Sent: Monday, January 09, 2017 2:18 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: Latest version of our Overview SOP & the outstanding issues

Hi everyone –

Here's the latest version, incorporating Hillary's feedback.

My outstanding issues are:

- Fixing the wrinkle that relates to the consolidation of the Sell Sheet & Concept Brief.
- Fixing the wrinkle that relates to the consolidation of the Sample Request Form and Sample Approval Form.
- Clarifying the meaning of the newly inserted line on Phase 3, Step 3.
- Getting any input from Cory.

If you guys have other stuff, let me know. I can't do anything more until I hear from you about the above.

Colin

From: Garrison, Colin

Sent: Wednesday, October 26, 2016 4:26 PM

To: [REDACTED]

Subject: Meeting to define Targeted Mailers/Offers SOP topics (if any)

When: Tuesday, November 01, 2016 10:00 AM-11:00 AM (UTC-05:00) Eastern Time (US & Canada).

Where: Amy's office

Hello –

I'm one of the tech writers working on the documentation project you may have heard about from [REDACTED]. You were listed collectively as good subject matter experts to interview on the topic of Targeted Mailers/Offers. Would you be able to meet with me to talk what SOPs would be worthwhile to write about your team's activities in this area? Once we define which SOPs we might work on (if any), I would then hope to get into specifics with you on our first topic. I chose this time because it looks as if most of you are free then.

Thank you.

Colin

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From: Garrison, Colin

Sent: Tuesday, October 04, 2016 1:22 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: New Version of SOP "[REDACTED]" for your review

Hi Deb –

Thanks for your time yesterday. Here's the revised version of our SOP. The stuff I changed is highlighted in yellow, so you can easily identify and review those sections. I made those line edits and insertions we talked about and added a section at the end on the page-allocation guidelines.

It's no problem if you find more things you think we should change, just let me know. One way to do it is, in Word, go to the Review tab, click on Track Changes, then add any comments you'd like to share. If it's okay as it, let me know so I can file it as Done.

Thanks for all.

Colin

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p: [617-913-7726](tel:617-913-7726)

From: Garrison, Colin

Sent: Monday, October 03, 2016 9:01 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Offshelf SOP updates - please review and OK

Hi Tom –

Thanks for the feedback. Here's the Offshelf SOP with our updates. I highlighted in yellow the stuff I changed from the first draft. Changes include, rewording the part about the timing of the competitions within the offshelf periods to make it clearer, moving the part about the sell-through report to the CMSs' section, and adding in those details on the allocation of Beauty department's permanent endcaps.

Can you please have a look and let me know if you see anything else we should fix? If not please indicate it's ok by you and I'll file it as done.

Thanks a lot.

Colin

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From: Garrison, Colin

Sent: Tuesday, October 18, 2016 6:22 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Revised SOP for your review by 10/25, if possible

Hi Jonas –

Here's the revised version of our SOP incorporating your feedback. Can you please look it over and either let me know that it's good to go or tell me of any other changes it needs? It should just take a few minutes, and it would be great if you could get it back to me within a week. Significant changes are highlighted in yellow so you can spot them easily.

Included changes are: I changed the title to "[REDACTED]" made the various line edits we talked about, added Promo Planning Tool to the definitions, changed "labels" to "signs" throughout, and added a bullet at the end saying it's possible to put a weekly sale offer on top of a monthly price cut.

Thanks,

Colin

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From: Garrison, Colin

Sent: Monday, November 28, 2016 10:59 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: SOP for your review by 12/5

Andrew, Brent, and Guan –

Here's the draft of our SOP on "[REDACTED]" which is based my interview with the three of you and the later meeting I had with Brent. The next step is for you to look it over and give me your feedback for me to incorporate. There are a couple of ways we can do it. You can send me your stuff in Track Changes and I'll incorporate it and shoot the revised draft back to you. Or I can come in and we can go over it together. The former method works OK when the SMEs don't have many corrections and are OK with working in Microsoft Word and writing down their thoughts. In-person seems to work better when they want to add some things. How would you like to do it?

I found in writing this that there were occasional gaps between the material I had from our interviews and the fullness and specificity required for writing an SOP. I bridged these by making inferences. Apologies ahead of time for anything I got wrong. I'll endeavor to put all right when I incorporate your responses.

Thanks.

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From: Garrison, Colin

Sent: Monday, October 24, 2016 9:31 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: SOP on "[REDACTED]" for your review by 10/31

Hi Tom –

Here's the [REDACTED] SOP. I'll follow this with a proposed meeting time / working session so I can grab your feedback. Some of my questions are highlighted in yellow, as you'll see. One thing I wasn't sure of is the role of the IA in initiating the AMM event. (How does the information go from the Remove Track spreadsheet to the AMM system?) Also, I included in this doc some of the material I got from [REDACTED] regarding how a CM evaluates products for possible discontinuation. If you think that content doesn't apply or should be adjusted for the national-brand context, I'll fix it up when we get together.

Colin

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From: Garrison, Colin

Sent: Friday, December 02, 2016 10:26 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: SOP on "[REDACTED]" for your review by 12/9

Hi Chad –

Here's the 2nd of our 3 SOPs. I should have the 3rd one to you by the end of the day. The names are evolving as I understand the content better. I'm going to change the title of the first one from my first idea to "[REDACTED]" subject to your ok. This one is called "[REDACTED]". I think that is a good description for the content, which is the whole arc of your team's involvement from helping the vendors complete their Supplier Planning Workbooks to negotiating their plans to updating their plans as the year unfolds.

I'll now finish our last one (on how the suppliers participate in individual campaigns). I hope we can meet before Christmas so I can get and incorporate your feedback on all of them.

Colin

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From: Garrison, Colin

Sent: Friday, July 29, 2016 1:08 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: SOP: "[REDACTED]" - pls review by 8/5

Hi Sarah –

Here's my draft of our SOP. I gave it this title because I thought "Optimizing" could encompass both analyzing it and tweaking it. You do more than just evaluate, after all. You use the results of your analysis to improve things. But if you prefer something other, let me know.

Please have a look and in Track Changes correct anything I got wrong or put in anything you'd like added, ideally by the end of next week. I also put in a question or two for you, highlighting them in yellow.

Thanks again.

Colin

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