

**Transcript:** [Show 20 January 30, 2012](#)

Up next on ATETV. Note to self; quality documentation is the key to success.

Complete and organized written documentation is vital, whether you're working in research or manufacturing. Documentation is used to detail a process, determine quality control, and ensure safety. The ability to take and maintain good notes is critical.

Lucigen is a company that is developing innovative new products for the next generation of sequencing for DNA cloning and for protein expression. A technician tip that I would give to a new employee is to understand the importance of completing and filling out your documents correctly and using your notebook the way that you were taught to use your notebook; not as a reservoir for scraps of paper, but as a way of collecting your laboratory notes.

I look at incoming people and look at how they handle their laboratory book and their documentation as an indication of whether they're ready for helping us in the laboratory at the level that we need.

Documentation is a huge part of IT and its not only documentation internal to your team and technical documentation, it's documenting what you do and explaining it to your end users because they need to feel comfortable with the technology that you're providing for them. If you have the ability to document what you do, then your chance of needing to be called when you're out of the office is less because another peer can review the documentation and do the same thing that you can.

My position here is a technical troubleshooter and the troubleshooting process with these lasers is very complicated, so it makes sense to learn how to keep organized notes. If I have to fix three lasers in one day and then one of them goes down the next day, I have to know what I did to it the day before and the only way I can do that accurately and repeatedly is through note taking.

We are a 24/7 operations; we run three shifts. One of the key things that needs to take place is being able to pass along the information to the shift behind you so that they know what you've done and they know what the status is of the equipment that you've been working on and they'll be able to continue your process.

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