Your Company Name

Documentation Quality Assurance (QA) Checklist

Date

Revision History

Date	Version	Author	Change

Note: Text displayed in blue italics is included to provide guidance to the author and should be deleted before publishing the document.   In any table, select and delete any blue line text; then click Home→Styles and select "Table Text" to restore the cells to the default value.

Documentation Quality Assurance (QA) Checklist

All documentation should be reviewed for quality assurance prior to delivery and implementation. It is imperative that the documentation is technically correct and complete, uses a consistent format, written at the appropriate audience level, and is free of spelling and grammar errors.

QA Topic	Verified (yes/no)	Comments
Document Properties - *Click 'File' and 'Properties')-contains title, subject, author, and company.*		
Track Changes - *Special side bar characters on pages to denote changes, if applicable). All tracked changes are finalized and special side bar indicators, underlines, colors, etc. must not be displayed unless requested by the client.*		
Title Page – *Title, date, logo, names (company, preparer, and recipient names), confidentiality statement, and proprietary marking).*		
Table of Contents – *Numbered and aligned correctly, no bookmark errors, displays appropriate number of heading levels, and page numbers).*		
Headers and Footers – *Logo, date, page number, confidentiality statement, and proprietary markings on all pages).*		
Heading and Section Titles - *Correctly titled, numbered, and aligned with correct size and font).*		
Spell and Grammar Check - *(Note: not all recommended changes should be implemented).*		

QA Topic	Verified (yes/no)	Comments
Document content - *Is technically correct, consistent, complete, and is easily understood.*		
Document Format and Style – *Consistent within the document and with similar documentation.*		
All requested and required information is contained within the document – *Headings, sections, client data, expenses, equipment, explanations, letters, and attachments, etc.*		
Acronyms - *Acronyms are always spelled out first.*		
Appendices - *Referenced in the document and correctly numbered with appropriate content.*		
Contact Information - *Correct name, address, telephone, cell, email, and fax.*		
Cross-References – *Item referenced correctly with appropriate content.*		
Date and Time - *Correct content and consistent format.*		
Footnotes - *Numbered, linked, and placed correctly.*		
Format – *Consistent size, shape, spacing, color, alignment, indentation (bullets, numbers, and outlining), lines, fonts, bolding, italicizing, underlines, borders, shading, word casing (sentence, upper, lower, title), background, fill, and line breaks.*		
Glossary and Definitions - *Listed alphabetically or by topic and contains accurate information.*		

QA Topic	Verified (yes/no)	Comments
Graphics – *Includes information to introduce the graphic (correct content, size, placement, and is easily understood...*		
Hyper-links – *Recognized as a link if online-size, color, underlined, and goes to the correct location when keyed.*		
Index – *Listed alphabetically or by topic with correct sub levels and page numbers.*		
Organizational Charts – *Easy to read, names and titles correct, in the right reporting order, and linked to the appropriate area or management.*		
Page and Section Breaks – *Appropriately placed, not too much white space on page, and keeps whole chapters, sections, and content together.*		
Page Numbers – *Correctly numbered and displayed in a consistent matter.*		
Process and Workflow Charts – *Easy to read, activity flows in a consistent order, correct activity content-uses appropriate boxes, circles, arrows, pointers, links, connections, markings, and end points). No missing or confusing steps.*		
Quotes and References – *Content correct and displayed appropriately.*		
Special Characters – *Used correctly and contains beginning and end marks, e.g., parentheses and brackets.*		
Symbols – *Used and placed correctly.*		

QA Topic	Verified (yes/no)	Comments
Table of Figures – *Referenced in the document and correctly numbered with appropriate content.*		
Tables and Charts – *Contains an introductory sentence, easy to read, correct content, size, spacing, sorting, alignment, placement, correct row table headings and displays on each continuing page, and rows are allowed to break across pages when specified.*		
Terminology – *Correct usage for topic, used consistently, and can be understood.*		