

Technical Writing & Systems Documentation

Tandem Memo · Withtandem LLC · Chippewa Falls, Wisconsin

WHAT WE DO

Most operational knowledge never gets written down. When it does, it was written by someone who was not doing the job -- which is why the manual sits in a drawer and the real procedure lives in one person's head.

Tandem Memo develops custom, client-specific documentation built from direct involvement in your process. Every engagement is scoped to your operation, written to reflect how the work actually happens, and delivered ready to use -- not ready to file.

The result: Procedures your team follows. Systems that survive turnover. Documentation that holds up when someone asks to see it.

SERVICE AREAS

Facilities & Operations Documentation

Maintenance departments, facilities managers, and operations teams

CMMS workflow documentation, work order procedures, parts inventory SOPs, OSHA/SDS compliance records, equipment checklists, and onboarding guides -- written for the person doing the job, not the person who approved the process from a conference room.

Small Business Systems & Excel Documentation

Owners and operators running on custom systems, legacy databases, or undocumented processes

System architecture documentation, user procedure guides, database-to-Excel conversions, invoice and transaction system documentation, and process maps for systems that currently exist only in the mind of the person who built them.

Support Teams, Compliance & Reentry Organizations

Customer support operations, reentry programs, and teams whose documentation was written by people who never did the job

Call scripts, escalation procedures, agent onboarding guides, SOP audits and rewrites, compliance binders -- built from the inside of the work, not handed down from above it.

ENGAGEMENT TIERS

All work is scoped and priced as a complete engagement -- not by document, deliverable, or hour. A flat-rate proposal is issued before any work begins. Nothing starts until you approve it.

Foundation Engagement

\$1,800 - \$3,000

2-3 Weeks

Establishes baseline operational clarity for small businesses building documentation for the first time.

Covers your most critical processes with structure that can be built from as the operation grows. Scope is defined during intake based on complexity and source material.

Best for: Single-location operations, first documentation engagement, teams that need a foundation before anything else

Core Systems Engagement (Most Common)

\$3,500 - \$6,500

4-6 Weeks

Builds a complete, working documentation system aligned to how your business actually operates. Includes full operational assessment, stakeholder interviews, written process mapping, and two revision cycles.

Scope is determined by operational depth -- not by a document quota.

Best for: Growing businesses, multi-role operations, teams with inconsistent or undocumented procedures across multiple functions

Operational Infrastructure Engagement

\$7,500 - \$15,000+

6-10 Weeks

Develops organization-wide documentation consistency for operations with layered complexity -- multiple departments, cross-system dependencies, or documentation that needs to hold up across roles, locations, or regulatory scrutiny. Scope is determined by organizational depth.

Best for: Multi-department operations, compliance-intensive environments, organizations preparing for growth or transition

Ongoing Documentation Retainer

\$750 - \$2,500/month

5-15 Hours/Month

Continuous support for businesses where operations evolve and documentation needs to keep pace.

Covers monthly updates, new procedure development as needed, advisory refinement, and priority turnaround. Structured as an ongoing consulting relationship -- not a subscription service.

Best for: Post-engagement maintenance, active operational growth, teams that cannot afford documentation to fall behind

OPTIONAL ADD-ON SERVICES

Process Audit & Gap Analysis

\$750 - \$1,500

A structured assessment before committing to a full engagement. Identifies gaps, unclear procedures, and operational risk -- delivered as written findings with prioritized next steps.

Documentation Cleanup & Rewrite

\$1,000 - \$3,000

For teams that have documentation but know it is not working. Reviews, restructures, and rewrites existing materials so they reflect current operations and are usable today.

On-Site Workflow Capture

Scoped per engagement

Observation-based analysis that captures how work actually runs before writing begins. Typically added to Core Systems or Operational Infrastructure engagements, or as a standalone starting point.

HOW AN ENGAGEMENT WORKS

1

Free Review -- Send one document or describe your current process. You receive direct, written feedback on what is missing, unclear, or at risk. No commitment, no strings attached.

2

Scope & Flat-Rate Quote -- A complete proposal follows: defined scope, timeline, revision terms, and a fixed fee. The number in the proposal is the number on the invoice.

3

Documentation Development -- Built from direct involvement in your operation -- interviews, walkthroughs, existing materials review, and observation where needed.

4

Delivery & Revision -- Delivered in your preferred format: Word, Google Doc, PDF, or plain text. One revision cycle included in every engagement.

PRICING PRINCIPLES

- **Scope drives price -- not output.** Engagements are priced by complexity and operational depth. You are not paying per document, per page, or per hour.
- **Every quote is fixed.** What is quoted is what is invoiced. Scope changes require a new conversation -- not a retroactive charge.
- **Ranges are public; exact fees are set in the scoping conversation.** Complexity, source material, and stakeholder count are all assessed before any commitment is made.

GETTING STARTED

The lowest-risk starting point is the free review. Name one document your team no longer trusts. Describe one process that only works because a specific person is in the room. Identify one system that would take weeks to reconstruct if the person running it left tomorrow.

Send that to jonmickelson@tandemmemo.com with a brief description. You will receive written feedback within a few business days -- specific to your situation, directly useful regardless of whether you move forward.

If the review confirms there is work worth doing, a scope and quote follows. From there, the decision is entirely yours.

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Chippewa Falls, Wisconsin · Remote delivery available

Withtandem LLC provides structured, client-specific documentation services delivered through defined engagements. All work is custom-developed for each client as part of professional services -- not prewritten, templated, or resold.