**RELEVANCE OF THE PAPER**

We propose an approach to a rhetorical organization model for business-based technical documents. The main aspect that make the work relevant, are:

* From a methodological viewpoint, we are mixing two strategies for our proposal: *discourse rhetorical analysis* and *genre analysis*, for analyzing and processing technical documents. Based on that, we define a model in terms of functional and structural features, and mainly on macro-moves, moves, and functions comprising a document called *standard operating procedure -SOP*. Likewise, we follow a linguistic corpus methodology for performing: i) descriptive analysis of linguistic texts centered on procedures, ii) digital corpus analysis, and iii) preliminary model design comprising moves and macro-moves.
* From a practical viewpoint, we are working with a specific kind of technical document, which describe procedures defined as segment of business processes/policies. Commonly, organizations use and implement such a document inside their processes (commonly called *procedure manual*), so the proposal could have a utility and general applicability.
* From the findings and scope viewpoint, we identify a SOP as a relevant source for extracting domain knowledge and business information. For carrying out that, we define functional, structural, and subsequently linguistic patterns, like as morphological, lexical, syntactic, and semantic patterns.