

Process optimisation

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Presentation of the SecureDoc guideline for usable and safe operating
manuals for consumer goods

Info about the presenter

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Goals

- Provide reliable, useful, accessible information on processes related to technical documentation.
- The information should allow its audience to refine their own processes for creating documentation.
- The information should be practical.

Limitations

- No one solution can possibly meet the needs of the audience because there is too much diversity. There are different:
 - Needs
 - Challenges
 - Resources
 - Goals
 - Situations
- The difference between management in general and management of documentation processes is not necessarily clear at times, but this information only applies to documentation.

Approach

- Present a collection of ideas that the audience can use as a basis for comparison to their own methods.
- Hopefully:
 - The idea can be adapted directly
 - The idea will serve as a basis for some other process

Definitions used

- Process – order sequence of activities, triggered by an event, and produces a result
- Main process activities – required to produce the documentation
- Support process activities – activities that support and facilitate the main process. Without these activities, the main processes cannot be performed, or are performed badly or only with difficulties.
 - Definitions from Daniela Straub

Organisation

- Management of documentation processes
- Support processes

- Goal definition
- Documentation plan
- Project monitoring
- Test plans for documentation
- Standards
- Project closure
- Post-Project Monitoring

Support processes

- Information collection
- Feedback process
- Translation/localisation
- Publishing

Questions?