ConstantsTechDocSupport

Training **Work shops** **Consultancy**

Input:
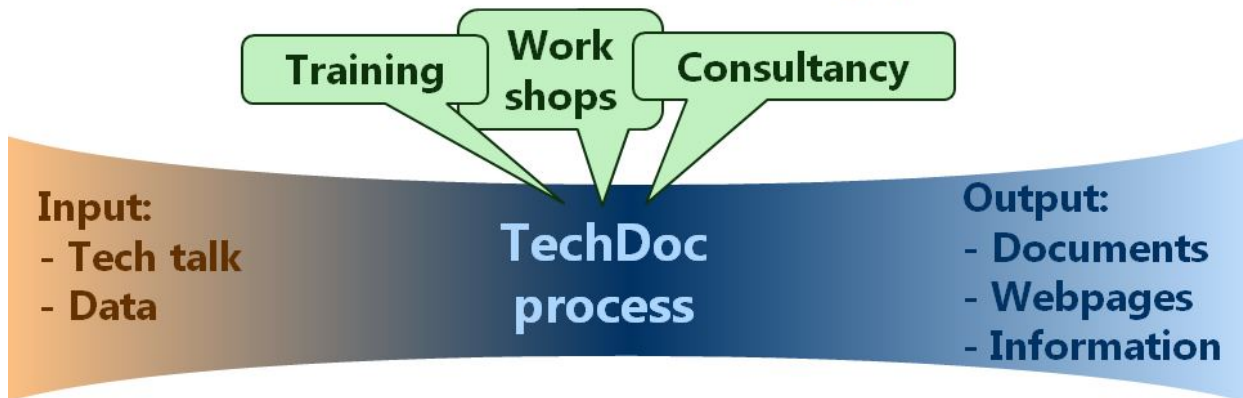- Tech talk
- Data

TechDoc process

Output:
- Documents
- Webpages
- Information

Training: introduction to the creation of technical documentation and product specifications

Do your **engineers** spend too much time on documentation and specifications instead of developing?

- Or worse, are your **customers** complaining about missing information or inconsistencies?

  Or even more worse, do they **not buy** because your information is difficult to comprehend?

Basics:
- The specification **is** the product until you **have** the product.
- The user manual **enables** to put the product to work **as planned**.

The training takes 4 hours and can easily be fitted in one morning or afternoon session. It is ideal to participate with your peers involved in the documentation creation and maintenance.

During the training you will learn:	After the training you know:
• What **customers** require in documentation. • What good documentation does **for you**. • What the key ingredients of good documentation are. • How to organize and manage the creation process.	• What makes good technical documentation. • How to organize the process to create that documentation. • How to set your quality standards and measure against it.

The training is designed for:
- Those involved in the documentation process, the responsible individuals
- Development managers
- Marketing managers

Topics to be discussed during the training

The obvious	Terminology

• House style
   - Looks
   - Language
   - Legal content
• Delivery channels
	• Words and terms
	• Symbols

Content strategy
• Call for action:
   - Who, where, when
• Content types
   - Task
   - Concept
   - Reference
• Specification / user manual
	Work process
	• Content definition
	• Sources of information
	• Quality assurance