CASE STUDY:

Create Documentation Process

Client Industry: Recycling
Role: Lead Technical Writer

OBJECTIVE

Develop clear and concise documentation for the client and their users to efficiently utilize their software.

APPROACH

1. Information Gathering

- **Meetings with Tech Support Leads:** Conducted extensive meetings with tech support leads to gather comprehensive information on the documentation requirements. These interactions were crucial for understanding the users' specific needs and pain points.

2. Planning & Development

- **Structured Plan Development:** Created a structured plan to organize existing documentation and identify gaps that required new documentation. This plan included timelines, milestones, and resource allocation.
- **Standard Documentation Template:** Designed a standard documentation template incorporating text format, brand colors, and a consistent layout. This template ensured all documents adhered to a uniform style, enhancing readability and professionalism.

3. Standardization & Consistency

- **Voice and Tone Standardization:** Established a standardized voice and tone for all instructional documents to ensure uniformity in communication. This step was essential to create a cohesive user experience across all documentation.
- **Documentation Creation and Review Process:** Developed and tested a comprehensive process for creating, developing, and reviewing documentation. This process included detailed record-keeping and progress status reporting to maintain transparency and accountability.

4. Implementation & Review

- **Conversion and Updating:** Converted and updated existing documentation to the new template and format. This process included thorough line edits and content updates to ensure accuracy and relevance.
- **New Documentation Creation:** Created new documentation by gathering information and conducting additional meetings to fill in gaps. This ensured that all user needs were addressed comprehensively.

AT A GLANCE

CHALLENGE

- Standardizing the documentation development and publishing process to ensure consistency and clarity.

OUTCOMES

- Established Documentation Process
- Improved Efficiency
- Enhanced User Understanding:

CONCLUSION

The Create Documentation Process project for the software client in the recycling industry was highly successful. I achieved the project's objectives by standardizing the documentation development process and ensuring consistent, high-quality instructional materials. The new documentation improved efficiency and enhanced user understanding, contributing to better customer support and satisfaction.