

The Practical Guide To People-friendly Documentation

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Summary: Free the practical guide to people-friendly documentation pdf download - this innovative best-selling guide has been thoroughly revised to bring together practical solutions to the documentation challenges faced by today s organizations from company policies and desk instructions to baldrige and the iso 9000 requirements it applies a customer and quality-based systems approach to streamlining and managing your documentation system this second edition is an organized toolbox of powerful methodology and metrics that shows companies how to steer clear of cumbersome and obsolete documentation and gives numerous examples of the tremendous opportunities - and pitfalls - presented by technology such as the internet and web-based documentation management software the society for technical communication stc has awarded this book the touchstone 2001 award in addition the northern new england chapter of stc has recently reviewed this book - read the review online here

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