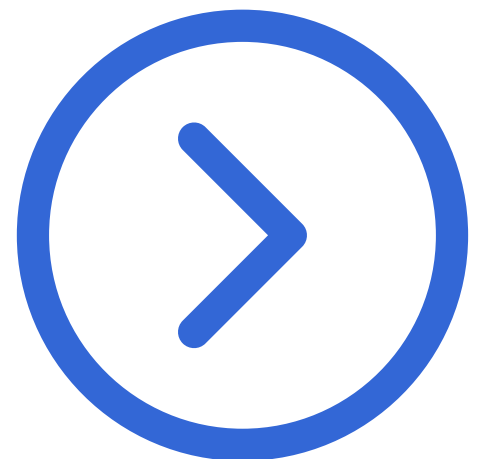
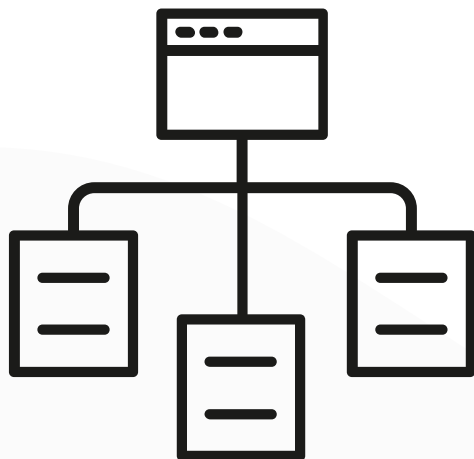


# INFORMATION MAPPING IN TECHNICAL DOCUMENTATION:

Core Principles - Do's and  
Don'ts



# CORE PRINCIPLES

- Dividing information into small, manageable pieces that focus on a single topic.
- Ensuring all information in a chunk is related to a single purpose or question.
- Using clear headings and subheadings to categorize information and guide the reader.



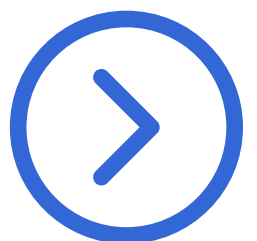
# USE IN HEALTH AND SAFETY MANUALS

## Do's:

- Separate content into distinct sections for different safety protocols.
- Each section must contain only related safety tips, procedures, and emergency contacts.
- Clearly label sections like "Fire Safety," "Chemical Handling," and "Emergency Evacuation" with relevant subheadings for quick access.

## Don'ts:

Clutter sections with unrelated or general safety information that doesn't pertain directly to the specific safety protocol, leading to confusion and dilution of critical safety instructions.



# USE IN SOFTWARE INSTALLATION GUIDES

## Do's:

- Divide the guide into major installation steps.
- Group all relevant sub-steps, warnings, and tips under each main step.
- Use headings like "System Requirements," "Installation Process," and "Troubleshooting" to guide the user logically through the installation.

## Don'ts:

Include unnecessary technical jargon or skip critical sub-steps and warnings that could assist a non-expert user, making the installation process seem daunting and unclear.



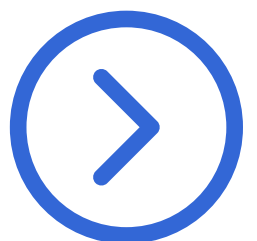
# USE IN EMPLOYEE TRAINING MANUALS

## Do's:

- Break down information into modules based on training topics.
- Ensure each module focuses on specific skills or knowledge areas.
- Use descriptive titles such as "Customer Service Training," "Product Knowledge," and "Sales Techniques," with subheadings for detailed practices within each area.

## Don'ts:

Mix content from different training modules or provide too broad an overview without focusing on the specific skills intended for each module, which can reduce the effectiveness of targeted training.



# USE IN TECHNICAL SUPPORT FAQs

## Do's:

- Organize the FAQs into categories based on common issues or product features.
- Each category must focus on questions related to a specific aspect of the product or service, such as setup, troubleshooting, or maintenance.
- Use clear headings like “Initial Setup FAQs,” “Troubleshooting Audio Issues,” and “Maintenance Tips,” with each FAQ item addressing a single query under the appropriate category.

## Don'ts:

Mix unrelated issues or overpopulate categories, which can confuse users and make it harder to find specific solutions.



# USE IN POLICY MANUALS

## Do's:

- Divide the manual into sections based on policy categories like employment practices, workplace safety, and code of conduct.
- Ensure that each section exclusively contains policies related to the category, with no overlap or unrelated information.
- Use descriptive section titles like “Employment Policies,” “Health and Safety Guidelines,” and “Ethical Conduct Standards,” with subheadings for each specific policy or guideline.

## Donts:

Include vague, overlapping policies or place unrelated guidelines in the same section, which can dilute the clarity and authority of the policies.

