

# DOCUMENTATION



## Documentation- An Integral Part of AKA

Documentation is an integral part of Aspin Kemp & Associates' (AKA) products and processes.

AKA's documentation team has a wide range of knowledge and experience. We have worked with many of the world's largest companies developing comprehensive end user manuals, training materials and process procedures. The team includes technical writers, six sigma experts, graphic artists, desktop publishers, production personnel and a technical librarian. Additional support is also available from draftspersons, engineering resources and project managers within the company.

Each of our documentation products are built to a client-approved format and structure. Our templates can be designed to meet your corporate look and feel.

Our documentation team partners with your subject matter experts and process owners to work through every phase of the documentation process. The result is

a documentation product that is created without the need to remove your representatives from their day-to-day activities. This minimizes the impact to your productivity while delivering timely documentation products and services that are well-suited to your needs.

You will find great value in our documentation products. They will provide support throughout the life cycle of your installed systems. Our documentation will reduce the quantity of support and service calls by enabling users to resolve issues locally. Quality documentation also provides personnel with a stronger understanding of operating processes improving the quality of your products.

**Good documentation  
yields long-term  
benefits in both  
process performance  
and life cycle  
system support.**

AKA's Documentation  
Products and Services:

### PRODUCTS

- Integrated Documentation System (IDS™)
- Functional specifications
- Acceptance tests
- Engineering support documents
- Manuals
- Procedures
- Training materials
- Drawings
- Branded documents
- E-DOCS
- deviceTRAK

### FORMATS

- Microsoft Word
- Microsoft Excel
- Microsoft Visio
- AutoCAD
- Portable Document Format (PDF)
- HTML
- Print
- Electronic

### SERVICES

- Collaborative content development
- Collating and cataloguing
- Drafting (electrical/mechanical)
- Document control
- Desktop publishing
- Technical writing
- Graphic design
- Binding

# AKA DOCUMENTATION PRODUCTS



## Integrated Documentation System (IDS™)

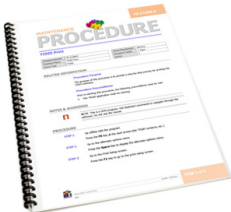
AKA's Integrated Documentation System (IDS™) produces comprehensive documentation packages with a focus on operations and maintenance. Information is presented in simple, concise and logical modules. IDS™ uses a Master Reference manual to act as the binding hub for all of the project's documentation components. It describes the system at a level required for a thorough understanding of its operation. The Master Reference can also serve as an effective training and reference tool throughout the life cycle of the system.



## Manuals

AKA's manuals provide system specific overviews, including conceptual information on overall system design philosophy and functionality. These manuals discuss the components of a system, including maintenance, troubleshooting and other procedure-based activities.

Our manuals are written at a level sufficient to prepare personnel to perform operational processes (with supervision), and to provide the necessary understanding of the system design needed to effectively work through system issues.



## Procedures

AKA's documentation team works collaboratively with our clients to produce the required documentation. Our technical writers work directly with key stakeholders and subject matter experts to develop relevant content, reducing the need to extract these highly valued people from their associated processes.

We have six sigma experts on staff and have experience in writing quality management procedures.



## Training Material

Using our years of experience in design, operation, maintenance and troubleshooting of system applications, AKA is able to structure, develop and deliver comprehensive technical, vocational and safety training programs. These programs are created specifically to meet each client's unique training requirements.



## Branded Documents

AKA can provide branded documentation material in multiple types of media, including printed and electronic formats. Our production team has significant experience in the use of desktop publishing application software for the production of documentation. They assure consistent quality and appearance with an attention to detail, reviewing all material for accuracy and completeness.

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