

# Documentation Services



## Overview

Aspin Kemp & Associates (AKA) development process ensures our clients receive the highest quality documentation products. Our document development services include:

- Content collaboration;
- Technical writing;
- Desktop publishing;
- Graphic design;
- Branding;
- Document control; and
- Production.

AKA partners with our clients to develop their required documentation products. Our practices provide relevant and up to date documentation while minimizing the impact to our client's process efficiency or product quality.

Our collaborative tools offer a controlled environment that can enable multiple users to work on the same content. Consistent touch points and reviews throughout the process ensure that the project remains within the plan and that the resulting documentation product fulfills our client's needs.

AKA can provide branded documentation material in multiple media formats, from printed to electronic. Our custom branded products are designed to meet our client's style guide requirements.

Our production team is experienced in the use of desktop publishing software for the production of documentation. They review material for accuracy and completeness with an attention to detail, ensuring consistent quality and appearance.

## Features and Benefits

### DOCUMENT CONTROL:

- Style guide
- Document coding protocol
  - > Document identification
  - > Document file naming
- Content and document management
- Revision control
- Transmittal process
- Historical traceability

### TECHNICAL WRITING:

- Electrical, mechanical, software and process knowledge
- Six-sigma expertise
- Hosted collaborative environment
- Topic based authoring
- Managed release states
- Controlled sharing and accessing of documents

### PUBLISHING:

- Desktop publishing
- Graphic design
- Multiple media formats
  - > Printed
  - > Electronic
- Custom binding
- Branding
- Laminating
- Distribution

## Guide Form Specifications

### System Documentation

System documentation provides a fully integrated package of installation-specific content.

The final documentation package of a system references all supplied equipment. It provides systems operational philosophies, operation/maintenance manuals, technical specifications, parts lists, drawings and schematics, and systems software.

The functions of all devices will be described from a technical and operational viewpoint, with respect to their operation within the system. The content will be structured to reduce the time it takes operational and maintenance personnel to familiarize themselves with new systems by providing quick access to the information required for troubleshooting. It will allow personnel to identify any physical component by using its device number and access the appropriate area of the documentation to find more information.

The content development process of the system documentation will relieve the design team of the arduous task of translating and formatting technical information into user-friendly documents. Branding to corporate requirements will present all documents as though they were original client documents.

The document development process will include the following tasks:

- Determine document deliverables;
- Project documentation familiarization;
- Assess client needs and source document gap analysis;
- Resource acquisition;
- Overall design of deliverables;
- Storyboarding;
- Overall graphic design;
- Database population;
- Revision tracking;
- In-depth project technical familiarization;
- Issue tracking;
- Technical writing;
- Technical illustration; and
- Publish and distribute the final branded systems documentation package.

A concluding review and amendments will be completed before the final acceptance of the course content.

### Custom Training and Course Development

The delivery of custom training and course development will include job analysis, content development, and training delivery.

A job analysis will consist of task analysis, detailed equipment and operation familiarization, and the development of learning objectives.

The custom training and course development process will include the following tasks:

- Determine document deliverables;
- Review functionality with client or vendor subject matter experts;
- Prepare instructional graphic content;
- Model the training delivery;
- Write lesson plans and training materials;
- Develop formative and summative question banks;
- Develop a training evaluation questionnaire;
- Revise lesson plans and training materials;
- Liaison with client representatives regarding delivery of training;
- Assemble training resources;
- Deliver training;
- Evaluate summative tests and course evaluations and report to client representatives; and
- Publish and distribute the final branded training course package.

A concluding review and amendments will be completed before the final acceptance of the course content.

## Guide Form Specifications

### Procedure Documentation

The delivery of procedure documentation will include process analysis, content development and document delivery.

The process analysis will consist of task analysis, detailed equipment and operation familiarization, and the development of process objectives.

The procedure documentation process will include the following tasks:

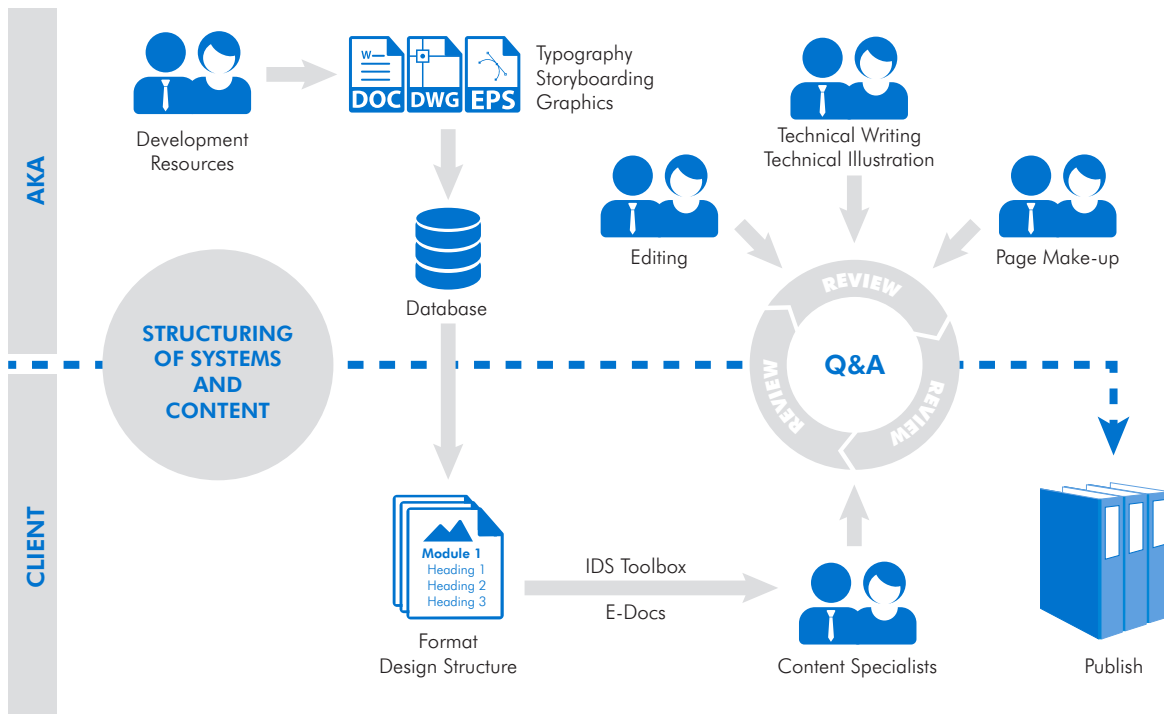
- Determine document deliverables;
- Review process with client or vendor subject matter experts;
- Structure the procedure documentation and develop templates;

- Prepare instructional graphic content;
- Write content to defined template structures
- Liaison with client representatives regarding procedure content and process flow;
- Revise materials based on feedback from process owners.
- Evaluate procedures with associated processes;
- Revise materials based on feedback from process evaluation; and
- Publish and distribute the final branded procedure package.

A concluding review and amendments will be completed before final acceptance of the procedure content.

## Diagram

### Documentation Collaboration Process



## Products

### Integrated Documentation System (IDS™)

The Integrated Documentation System (IDS™) presents structured, installation-specific technical documentation in a format that empowers the users, operators and maintainers to knowledgeably manage the systems throughout their life cycle.

The 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.

The IDS™:

- Produces comprehensive operator and maintainer-focused documentation packages; and
- Presents information in simple and concise logical modules.

### Manuals

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

Manuals include:

- System specific overviews, including components and conceptual information on overall system design philosophy and functionality; and
- Maintenance, troubleshooting and other procedure-based activities.

### Procedures

AKA works collaboratively with clients to produce the required documentation. Technical writers work directly with key stakeholders and subject matter experts to develop relevant content, reducing the need to extract these highly valued people out of their associated processes.

AKA has six-sigma experts on staff with experience in writing quality management procedures.

### Training Material

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

### Branded Documents

AKA can provide branded documentation material in multiple media formats, from printed to electronic. Our custom branded products are designed to meet our client's style guide requirements. AKA's production team has significant experience in the use of desktop publishing software for the production of documentation. They review material for accuracy and completeness with an attention to detail, ensuring consistent quality and appearance.





**HEADQUARTERS**  
23 Brook Street  
Montague, PE C0A 1R0  
Canada

**AKA WORLD OFFICES**  
Canada - Owen Sound  
US - Houston  
France - Belfort  
Singapore

**SALES INFO**  
+1.902.620.4882  
sales@aka-group.com  
[www.aka-group.com](http://www.aka-group.com)