

Quark Publishing Platform™

Client: North America Aerospace Manufacturer
Industry: Aerospace & Defense
Use Case: Standard Operating Procedures
Users: 100+
Country: North America and Europe
Goal: Digital Transformation, Operational Effectiveness



US Aerospace Manufacturer Digitizes the Writing, Collaboration and Publishing of Mission-Critical SOP Documents

The space division of this Global aerospace and defense company manufactures satellites and spacecraft at multiple technology centers in North America and Europe. Their clients include both government and commercial organizations.



The Challenge

The organization was looking for an end-to-end platform which offered structured authoring and automated workflows that could easily allow multiple authors to create, modify and publish tailored versions of rigorous standard operating procedure documents in a collaborative environment.

As expectations for timely and accurate information continued to increase, it was time for the organization to move away from static document production cycles to a modular, componentized authoring solution which could keep up with the regular updates and modifications needed to meet the requirements and regulatory compliance within their multiple space programs and operations.

Why Quark?

Quark Publishing Platform (QPP) completely digitizes their documentation creation process with the authoring platform allowing regulatory formatting requirements to be implemented automatically.

Documentation such as processes, requirements, guidance, and related information is saved and organized into topics of materials in the centralized Content Component Management System (CCMS), making it simple to promptly access, reuse and repurpose approved content components for faster delivery of business-critical documents. The Quark platform also facilitates collaboration to streamline their document production cycles.

Content owners and authors can develop and improve content, coordinating easily with reviewers to produce personalized versions of documents for different space program stakeholders. And content owners can oversee all content, facilitate change control, release command media, and develop content consumption metrics.

Technical writers at the organization are now free to concentrate on the creation of accurate and timely documents without having to worry about error-prone manual working and the technicalities of creating structured content like XML or DITA.

The Results

- Improved speed, accuracy and consistency through adopting a structured componentized, metadata-driven authoring workflow
- Ability to preview documents in multiple formats and channels before publishing
- Quicker versioning of content, with documents now being updated and tailored to meet requirements faster than before
- Reviewing and approving content at component level rather than document level to instantly update content in the CCMS without reviewing each document in turn
- Effective content workflows making it simple to reuse and repurpose content components for faster delivery of documentation
- A more collaborative authoring approach, streamlining the document production cycle and

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If a quark – in science – is the basis for all matter, then Quark – the company – is the basis for all content. The company revolutionized desktop publishing and today provides content design, automation and intelligence software for end-to-end content lifecycle management. Customers worldwide rely on Quark to modernize their content ecosystems so they can create complex print and digital layouts, automate omnichannel publishing of mission-critical documents, and analyze production and engagement insights for the greatest return on their content investments.

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