



Organization Spends Less Time Training New Machine Operators with Customized Manuals

The Organization

As a leading manufacturer of packaging and strapping solutions with state-of-the-art CAD systems and modern manufacturing plants, this organization offers its customers complete packaging and unitizing solutions. For over 10 years, the client has purchased its Autodesk AutoCAD, AutoCAD Electrical, and Inventor software from IMAGINiT Technologies, in addition to utilizing IMAGINiT's training and consulting services.

The Challenge

During a discussion with the client's Engineering Manager, IMAGINiT learned about the client's challenge to train its new machine operators on the Autodesk software. The client also needed machine operations manuals that would support their customers. The current product manuals were not suitable for machine operators, as their scope was limited to describing machine components and specifications and did not cover operating instructions in any significant detail.

IMAGINiT introduced the client to its training courseware development division, **ASCENT**, as the client was already familiar with ASCENT's standard CAD courseware.

The Solution

Together, IMAGINiT and ASCENT met at the client's manufacturing plant to discuss requirements and conduct a brief discovery exercise with key stakeholders. ASCENT used the information collected during that meeting to recommend a suitable solution and develop a project plan.

Key Aspects of the Project Approach

1. Onsite and/or online requirement collection to interview subject matter experts (SMEs), study the product environment and safety requirements, and to take digital photographs and videos of the machines and their components as well as machine operations. This would serve as the raw material to develop content for the operations manuals.
2. Analysis of the requirements and research on similar machines to develop a good understanding of how the operations manual would be used.
3. Content design and development followed the above two aspects. The first milestone was to create a standard template with the required styles and formatting to organize the information. Usability, navigability, standardization, and re-usability were some of the key criteria governing this effort.



The Results

The project concluded with the delivery of two operations manuals in Adobe PDF and Microsoft Word formats. The Word version of each manual (with its standard layout, styles, and format) was designed to be reused as a template to create operations manuals for other machines in Phase 2. The manuals' FAQ section provided troubleshooting instructions for issues that operators typically encountered. Content was organized to cater to a first-time user who would typically go through the operations in a linear fashion and build an understanding step-by-step. However, an experienced user could also navigate quickly to specific content using links, cross references, a well-designed table of contents, and a glossary.

The Client Received:

- Customized materials that met cost and schedule expectations
- Standard, re-usable templates, ensuring a consistent appearance across documents
- User-friendly product documentation that saved time and effort in training and customer support

The client was pleased with the professional and custom operations manuals, which have become the standard for training its machine operators. With the success of this document and their positive experience, the client has continued to work with IMAGINiT and ASCENT for additional technical writing projects.

Solutions Beyond Software

IMAGINiT Technologies, a division of Rand Worldwide, helps architects and engineers become more proficient in the use of 3D technologies to design, develop and manage complex engineering projects faster and more cost-effectively.