



Technical Documentation

GP's unique solution leverages our global team of technical writers and technical illustrators together with proven processes to deliver well-written documentation that reduces human error, promotes safety and eases transition to new systems and processes—all while reducing your training and support costs. With GP's experts handling the technical writing and technical illustrations, your staff will have the freedom to focus more intently on their priorities and deliver greater value to your organization.

Does your technical documentation meet your audience's needs?

Are your processes and systems easy to understand?

Is your engineering staff available and skilled in producing high-quality technical writing?

If the answer to any of these questions is "NO," then GP can help—and help save you money.

Experienced and creative technical illustrators add visual enhancements to any project.

Whether you want 2D or 3D illustrations in your technical documents, GP can help you produce them significantly faster, better, and cheaper. Our technical illustrators can create line art drawings and illustrations from 3D models directly instead of recreating them, typically reducing production time by 50%.

Experienced, skilled writers bring added value to your project.

Translating complex technical knowledge into clear, understandable language is a challenging skill that has been mastered among GP writers. Each has a degree in English, engineering, information technology, the sciences or some other specialized area. They stay current with industry trends and best practices. In addition, they are all trained in GP's proven processes.

Our proven processes deliver consistently outstanding results.

Six Sigma, the quality methodology system used by businesses worldwide, defines a process as "a series of steps or actions that lead to a desired result or output." GP's technical writing process is just that—a series of steps and actions that leads to your desired result—outstanding technical documentation.

The GP technical writing team is headed by a GP program lead who ensures that processes are followed, project requirements are fulfilled, and deadlines are met. Our method is backed by lessons learned and includes working closely with your subject matter experts (SMEs); preparing audience and task analyses; planning documentation; delivering outlines, drafts, and edits; proofreading; indexing; and gaining your approval throughout every stage of the process.

GP keeps you informed through every stage of the documentation lifecycle, delivering consistent results to help you:

- ▶ **Lower your project costs.** GP ensures that the right people are working on the right tasks at the right time.
- ▶ **Reduce your cycle time.** Our clear and consistent process reduces the time to complete your project.
- ▶ **Eliminate unpleasant surprises.** GP's process incorporates steps to ensure that deliverables are a perfect fit for your needs.
- ▶ **Expect professional quality.** GP's expertise and highly structured editing and proofing processes eliminate errors and other roadblocks to success.
- ▶ **Receive on-time delivery.** Our meticulous project management and professionalism won't allow us to miss your deadlines.

GP has specialized expertise in a broad range of technical industries, including the following:

Aerospace

Automotive

Heavy Engineering

Information Technology

Pharmaceuticals

Semiconductors

Steel



General Physics Corporation
www.gpworldwide.com

Comprehensive capabilities help us meet your every requirement.

Industry best practices ensure quality results every time.

GP has experience creating a wide range of deliverables, from user guides and process flows to maintenance manuals and installation documentation. In addition, we can produce your technical writing in multiple forms, including printed documents, PDF documents, online help screens and computer-based training modules.

A few of the types of documentation we create for specialized areas include the following:

- ▶ **Information technology** – User guides, installation manuals, administration manuals, troubleshooting guides, reference guides and release notes
- ▶ **Heavy engineering and semiconductors** – Process flows, technical reference manuals, user guides, maintenance manuals and troubleshooting guides
- ▶ **Automotive** – User guides, troubleshooting manuals, maintenance manuals and quick reference guides
- ▶ **Aerospace** – Operations, repair and maintenance manuals
- ▶ **Health and financial** – Policies and procedures
- ▶ **Human resources** – Policies, procedures and employee manuals
- ▶ **Training** – Web- and computer-based training modules
- ▶ **Standards and compliance** – ISO 9000 documentation

Count on GP's documentation experts for:

- ▶ User guides
- ▶ Online help systems
- ▶ Technical illustrations and graphics
- ▶ Operations documentation
- ▶ Process workflows
- ▶ Policy and procedure manuals
- ▶ Compliance validation
- ▶ Installation manuals
- ▶ Technical reference guides
- ▶ Owner manuals
- ▶ Programming guides
- ▶ Implementation guides

GP adheres to technical writing practices proven to make your documentation user-friendly and effective. Some of the practices you can expect when working with GP include the following:

- ▶ Analyzing the audience prior to creating an outline
- ▶ "Chunking" the documentation for greater readability
- ▶ Creating comprehensive indexes to make information easy to locate
- ▶ Creating a glossary of terms to ensure that content is understood
- ▶ Creating a quick reference chapter, section or guide for easy refresher reading
- ▶ Planning and tracking documentation to create a framework for overall success
- ▶ Editing the documentation to ensure conciseness and readability
- ▶ Providing adequate white space to make the content inviting
- ▶ Using active voice to energize the material
- ▶ Using advance organizers to help prepare students for learning
- ▶ Using cross-references to related information to aid holistic understanding
- ▶ Using step/action tables to simplify processes
- ▶ Writing reader-friendly technical documentation to simplify complex concepts

Reduce your technical writing costs and turnaround times with GP.

You have a great deal of time and expense invested in your technologies, processes and systems. They deserve documentation that benefits your users most.

GP is a global training, consulting and engineering company with offices around the world offering specialized expertise. With more than 40 years of experience in many of the industry sectors we serve, we are uniquely qualified to deliver the highest quality technical writing for your documentation needs. Contact us today to learn more about our services:

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