

User Documentation Projects

Label management system

Wrote a manual for a label management system, an internal application to track laboratory chemicals in the inventory

- Organized the manual based on the 4 user levels
- Worked without source material, thus worked with the product and interviewed Subject Matter Experts to create the documentation
- Helped with minor debugging and consistency problems

Medical software

Revised/reorganized a user manual for medical software used by technicians

- Reorganized the manual, basing it on user tasks and placing needed information with the task
- Added screens to make the procedures user friendly, using a graphics application to increase contrast and make the screens and buttons more visible

Application to standardize VAX environment

- Wrote three volumes for an intern computer application to standardize the VAX environment for a global chemical company
- One year later
 - Converted the three volumes to Microsoft Word
 - Revised some areas, added new information during the conversion

Note: The documentation won an internal corporate award.

Property tax manual

Wrote a manual for an internal corporate application for payment of property tax across the country for an oil company

HVAC procedures

Completed process level documentation for the operation and maintenance of a 400,000 square foot flexible duct and textile insulation manufacturing facility

- Worked with maintenance technicians and consultants as the Subject Matter Experts to write the manual for an oil company
- Took/included photographs of the equipment for the manual

Note: The focus of the documentation was ISO 9000 certification.

Tax accounting

- Wrote 3 volumes of tax accounting procedures for a gas company
- Documented 3 systems that had never been documented
- Produced user-friendly documentation that met the auditors' requirements

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Pharmaceutical processes and procedures

- Worked on site and remotely to create work processes for new products
- Wrote procedures, using the Information Mapping method

Client comment:

H. Shoup is perhaps the most accomplished technical writer I know, combining mastery of the Information Mapping Method, strong project management and editing skills and an acute business sense. If you have an opportunity to work with the company, jump on it. You'll be delighted with the results.

Rick Straker, Principal Consultant
The Straker Group