Integware®

Quality Assurance Practices to Facilitate Future Success

Integware is a recognized leader in delivering product lifecycle management (PLM)-based services and solutions for the life sciences and consumer packaged goods markets.

The company produced a large amount of documentation for the Edwards Ignite Release 1.1 project. One of the most important quality-assurance activities for the project was to ensure all documentation deliverables were high-quality and consistent. The consistency within each and across all workstream documents was crucial for providing quality service delivery to its client and extending the company's professionalism.

Creating a documentation quality assurance (QA) checklist was essential for improving content organization, consistency, and overall quality of within and across workstream documents.

USE CASES

PLM, Life Science, Industry Standards, Quality Assurance, Documentation, Plain Language, Technical Writing

TECHNOLOGIES

Microsoft Office (Word, PowerPoint, Excel)

Establishing ground rules

Making sense of the written word is a genuine challenge for writers and editors; especially when a language is not formally regulated. One of the first tasks Contentiful tackled was determining the "correct" way for content creators to practice their craft within the Integware environment. It was also important for the Integware-Edwards project team to establish ground rules that facilitated a smoother documentation QA process.

Architecting before design

Since QA was the component governing the ultimate success of the project, Integware needed to define a documentation QA process to ensure standards were followed and the best work was delivered according to the project requirements.
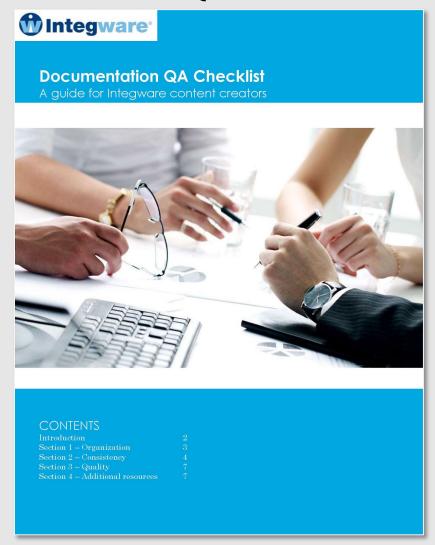
Contentiful worked with the Integware-Edwards project team to create an easy-to-use documentation checklist. The checklist outlined style and usage requirements for three essential documentation topics: **Organization, Consistency, and Quality**.

Facilitating future success

Instituting QA practices for documentation set Integware up for future success. This checklist, an internal style guide, and a selected industry-standard style guide created a foundation for improved quality and consistency for internal and client-specific documentation.

Documentation QA Checklist

Integware®

Documentation QA Checklist
A guide for Integware content creators

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C. Fonts, Justification, and Capitalization

☐ It is best to break it down into quicker, more manageable passes rather than one big proofread.

For example:

- Do one pass for spelling and punctuation,
- Next proof the document for grammatical errors, then
- Do a third content proofing for factuality and consistency.

☐ Use spell-check to locate most of the words that are spelled incorrectly, especially the longer, more complex words. **However**, don't assume the spell checker will catch everything.

Common Examples:

Word used	Word intended
Manger	Manager
Sever	Server
Fore	Four
Mater	Matter

NOTE: The spell-check feature easily overlooks these types of errors. Spell check will recognize the words in the left-hand column as correctly spelled words; therefore, the "typo" will be overlooked.

☐ If time permits, take periodic breaks.
☐ Read aloud for trouble areas. Also read the punctuation marks.
☐ Try not to skip around in the document. Follow it sequentially from beginning to end.

Let's connect in ✉