



Performance Scan

As a technical communications specialist, Verebus gets to see many documentation processes and operates in the beating heart of these processes every day. Building on our expertise, we have developed an instrument to quickly scan your documentation (department). While doing so, we consider a large number of aspects of the documentation process and provide tangible suggestions for improvement!

Importance of excellent documentation

Requirements for product documentation are becoming increasingly strict in Europe, as are the rules on safety. These lead to a 'requirement to provide information'. In addition, delivering proper and complete documentation prevents liability for accidents.

Apart from these legal matters, products are also becoming increasingly intelligent and complex. For end users and business users alike, good documentation therefore becomes more and more important. And a satisfied customer is a repeat customer!

Obviously, delivering excellent documentation is a must!

Picture: The Performance Scan
 With the in-house developed Performance scan we, so to speak, insert a thermometer in the process and we map out the situation both in writing and in charts.

Performance Scan

Does your documentation (process) have room for improvement?

Do you recognize any of the following symptoms?

- Complaints about products due to wrong use
- An overstressed helpdesk due to recurring questions
- Industrial accidents as a result of incorrect operating procedures
- System breakdowns as a result of improper operation and/or maintenance
- Unnecessary unproductiveness or a too long start-up period as a result of vague instructions
- Documentation takes up increasingly more time and attention
- Documentation department always delivers late

These examples have been taken from daily practice.

In many companies documentation is not part of the primary process. Instead, it comes at the bottom of the list. Documentation that is considered as a balancing item may unexpectedly turn out to be a debit item if the company does not get a grip on its documentation process. Then it appears that making good documentation is a skill of its own. Insight into the process makes costs manageable and improves the quality of the documentation!

The Performance Scan

The goal of the *Performance Scan* is to give a quick insight into the current and the desired situation. Based on that, we can subsequently make a more thorough analysis. The outcome is not absolute, but is a measurement in relation to a previously indicated ambition level.

The *Performance Scan* consists of:

1. An interview about the context
 2. Jointly filling out questionnaires
 3. Professional review of a typical document
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1. The interview covers the background and the context of the *Performance Scan*:
 - Where are the bottlenecks?
 - Which parameters are important?
 - What are the ambitions?
 2. The questionnaire includes standard questions for an objective and independent measurement.
 3. The professional review of a typical document reveals the points of attention and improvement of the actual writing.

Areas of attention of the *Performance Scan*

The *Performance Scan* consists of 13 areas of attention, divided into 4 segments, namely

- Process & Organisation
- Product & Quality
- Innovation & Working environment
- Workload & Costs

Together with your Verebus consultant, you mark out the scope of the measurement and you will obtain an advice that fits your organization's needs.

This allows us to draw a clear picture of your company's situation and ambitions when it comes to documentation. All in a few days.

Follow-up phase

Obviously, we also offer support in any follow-up phase.

Most importantly, your company will be offered ways of approach to manage and improve your documentation (process) with the *Performance Scan*.

Verebus Engineering BV is a medium sized engineering consultancy with clients in the market segments: defence, infrastructure (including rail infrastructure), marine & offshore, aviation and the energy and building sectors.

Our activities include consultancy, design, engineering, commissioning, managing (hosting) your technical documentation (systems), developing training courses, and training of your staff. We offer support during the complete life cycle of your technical systems and installations.

We are independent. If requested or required we will work with partners on projects on a complementary basis.

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