



BLUE COMMUNICATIONS, LLC

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Standard: None	Approved By: Rick Barribeau	Date Approved: December 3, 2019

POLICY

This SOP assists with writing a quality quick-start guide (QSG) which meets client requirements and exceeds expectations, delivering premium quality writing.

PURPOSE

The purpose of this SOP is to give detailed instructions on how to create quality documentation for quick-start guides (QSG) so our firm will always meet the quality, accuracy, and safety requirements and expectations of our clients.

SCOPE

This procedure will affect various subject matter experts (SMEs) such as technical writers, graphic designers, and management individuals. These individuals will be responsible for following this process to meet our policy outlined above.

RESPONSIBILITIES

- Writers are responsible for documenting a QSG procedure correctly and safely and developing/writing the steps accurately. Writers are also responsible for usability testing, final implementation, and evaluation of the QSG.
- Graphic designers are responsible for finding and adding accurate and necessary graphics to the QSG.
- Management is responsible for reviewing the QSG and signing off as complete.

DEFINITIONS

Callout – A callout is a graphical element used in user guides. It consists of a text block that gives some description and a line or an arrow that points to an image element being described.

Image Hot Spot - Hyperlink areas on an image. A user may click at different areas and trigger some action - display some text popup, start a video, show another image and so on.

QSG – Acronym for ‘quick start guide’.

PROCEDURE

ANALYSIS

- 1 Writer is informed of new QSG via manager and holds a kick-off meeting with the client, SME(s), graphic designer, and manager.
- 2 Writer and manager analyze audience needs and compare needs with notes from kick-off meeting. Adjustments are made to finalize audience needs.
- 3 Writer documents final audience analysis and persona with client expectations.
- 4 Writer discusses and finalizes quick-start graphic needs with graphic designer.

DESIGN

Content

- 1 Technical writer decides on content for QSG after meeting with SMEs.
- 2 Technical writer and graphic designer meet and decide on graphics for QSG.
- 3 Graphic designer finds appropriate graphics and sends to technical writer for approval.

Schedule

- Management decides on timeline and deadline for QSG.

Budget

- Management decides on budget required for QSG.

DEVELOPMENT

1. Technical writer creates QSG in InDesign or Word.
2. Graphic designer receives first draft of QSG from technical writer via NEW QSG FORM #2456.
3. Graphic designer adds approved graphics and sends back to technical writer using NEW QSG FORM #2456.
4. Technical writer edits QSG and creates a second draft.
5. Technical writer sends completed QSG to manager for review via QSG REVIEW FORM #2401.
6. Manager sends approved QSG REVIEW FORM #2401 back to writer.
7. Technical writer creates and conducts usability testing, creates usability report, and makes changes needed.
8. Manager signs off on final QSG.

IMPLEMENTATION

1. Technical writer contacts manager via QSG IMPLEMENTATION FORM #1244 to inform that publication of QSG is ready.
2. Manager approves publication and notifies the client QSG will be implemented via QSG IMPLEMENTATION FORM #1244.
3. Manager notifies technical writer to publish QSG.
4. Technical writer sends electronic copy of final QSG to client contact to distribute.

EVALUATION

1. Technical writer sets up meeting with manager to decide on evaluation questions of QSG.
2. Technical writer emails evaluation questionnaire, QSG EVALUATION FORM #1245, to client.
3. Technical writer receives completed FORM #1245 via email from client.
4. Technical writer creates chart with results from evaluation questionnaire.
5. Technical writer sets up meeting with management to discuss results.
6. Technical writer implements any changes, if needed, to QSG discussed at meeting.
7. Manager approves revised QSG.
8. Technical writer sends updated electronic copy of QSG to client.

EFFECTIVENESS CRITERIA

- Did the team (writer, graphic designer, managers) work well together?
- Were deadlines met?
- Was the budget met?
- Was the evaluation positive for the QSG?

REFERENCES

- Checklist
- Usability Report
- NEW QSG FORM #2456
- QSG REVIEW FORM #2401
- QSG IMPLEMENTATION FORM #1244
- QSG EVALUATION FORM #1245

REVISION HISTORY

Revision	Date	Description of changes	Requested By
1.0	12/3/2019	Initial Release	Rick Barribeau