Infotrend

Systematic content management for a wide belt sanding machine
The right product information for all users
Translation workflow platform

Systematic content management for a wide belt sanding machine

Documentation

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We received a request from Steinemann Technology to compile their customer documentation for a new generation of wide belt sanding machines.

Customer portrait
Steinemann Technology, based in St. Gallen, was founded in 1917 as a family business and enjoys an excellent reputation worldwide as a manufacturer of high-quality wide belt sanding machines. In addition to manufacturing centres in Switzerland, Turkey and China, a dense network of subsidiaries and agencies guarantees customer service around the world.

Machine description
Wide belt sanding machines together with the sanding belts manufactured in the company's own production facilities produce a perfect surface on wood-based panels. Each wide belt sanding machine is of modular design, comprises several sanding stations that are especially modified to suit specific customer requirements and is integrated into a production line.

Starting point
With the satos TSQ, Steinemann Technology has developed a new generation of wide-belt sanding machines that sets new standards in the high-end sector. The machine designations "satos" (sander for top surfaces) and "TSQ" (total surface quality) are pioneering for this successful model.

Definition of the project
After initial and successful customer

Satos TSQ wide belt sanding machine with five sanding stations

Editorial

Dear Reader,

You are now holding the second issue of our Infotrend and once again the year is coming to an end. A year marked by the lockdown as a result of the COVID-19 pandemic, the shimmer of hope after the restrictions were eased and the knocks to our confidence after the new levels of high infection became apparent.

In spite of everything, a lot has happened in the companies during this time. Digitisation has progressed faster than in previous years. It is already normal business practice to hold meetings via Skype, Microsoft Teams or GoToMeeting. The Tekom annual conference, the most important trade fair for technical communication, is being held completely digitally this year, and many of our customers have expanded and upgraded their online sales platforms.

Against this background, our services are also constantly being adapted. The articles in this issue of Infotrend show how digitisation is progressing in technical communication.

Translation workflow platform: Translation orders are now processed via a web portal, terminology databases can be consulted online and customers can follow their placed orders live with an online tracking app.

The right product information for all users – let's take a look at how every user can find the right information. The life phases of a machine affect the need for information, but certainly also the users.

Systematic content management for a wide belt sanding machine: Find out how a structured operating manual can be created intelligently and in keeping with customer needs by defining filter criteria in a content management system.

Stay safe! Wishing you all the best.

Günther   Peter
Klammer   Rudnicki

discussions, DOGREL was commissioned to compile an operating and assembly manual for the satos TSQ. An additional requirement made this order particularly interesting: SCHEMA ST4 was to be used as the content management system to include the many options and configuration possibilities in the documentation.

Preparatory phase

The project was started with the procurement of the new content management system. A SCHEMA training course lasting several days had to be completed within two months. At the same time we visited Steinemann Technology and went on a detailed machine tour, taking all the required photos for the documentation.

Project flow

While we were familiarising ourselves with the content management system, we defined the chapter structure of the new manuals and the layout was adapted to Steinemann's CI specifications. SCHEMA ST4 already comes with a basic layout that is particularly suitable for machine and plant documentation.

After completing the first chapters of the assembly instructions, we were more familiar with handling the content management system. After a project time of just under a year, the new assembly instructions were available in five languages as PDF and Word versions, and work on the operating instructions continued seamlessly.

During the project the excellent cooperation with the team of Steinemann's specialists was essential for editorial clarifications and creating the illustrations. By the end of the next quarter, the text for the operating manual was also finished and translated into five languages. As a result the prerequisites were met to create the first customised documentation, in this case for the wide belt sanding machine, and to deliver it in several languages. The framework project was therefore completed successfully. In the meantime, DOGREL has already been able to supply customer documentation for another 15 customised projects.

Customer benefits

▪ Short delivery times

The operating manual is designed as a template containing all possible machine configurations and options. The content management system allows the definition of filter criteria which generate a customised operating manual from the template.

▪ Simple language adaptations

SCHEMA ST4 features language-dependent graphic generation. This advantage was used for documenting the complex machine control. The screens are stored in several languages in the content management system and are inserted into the document depending on the selected source language.

▪ Transparent translation costs

The texts are stored in the content management system according to their version and language. For subsequent translations, only the texts which have not yet been translated or for which only outdated translations have been saved are extracted. This means that translation work can be kept to a minimum.

Customer statement

We greatly appreciate being able to work closely with DOGREL and especially the expert support which took our documentation to a new level with the compilation of the new operating manual and assembly instructions by the company. With SCHEMA ST4, supplements such as additional options and developments can now be efficiently integrated. There is only one master template, which is versioned when changes are made, so we know exactly which version and content is assigned to which project. We would like to thank everyone for their valuable support in carrying out the updates and compiling the operating manual and assembly instructions and look forward to more joint projects in the future.

Mikaela Ortiz
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Engineering & Design
Steinemann Technology AG

The right product information for all users

Documentation   Günther Klammer - g.klammer@dogrel.com

We are living in an age of constant optimisation, and this is the basis of our economic competitiveness. We optimise our products and processes and try to do everything as quickly and efficiently as possible.

When we need information, we want it quickly and selectively. If we don't find what we are looking for after a short time, we turn to other sources of information. In technical documentation, how can we ensure that every user can find the right information easily and quickly? To answer this question, it makes sense to categorise the different life phases of your product and to take a closer look at them:

Assembly & commissioning
For assembly and commissioning, for example, a printed manual with the most important information is suitable: General safety instructions, transport instructions, specifications for the installation site, technical data and connections, first steps in commissioning, etc.

As a rule these jobs are carried out by trained specialist personnel, and for this reason a high level of basic technical knowledge is usually assumed. In addition to printed documentation, assembly videos/animations can also be made available online, for example.

Operation & troubleshooting
Depending on the industry, the product/machine can also be operated by less qualified personnel. This is why simple and clear presentation of user information is particularly important. Typical chapters are: Product description, general safety instructions, preparation for operation (set-up work), switching the product on, selecting the operating mode, control description, switching the product off, troubleshooting etc. It is important for the operator to obtain the required information particularly quickly and easily. This is possible, for example, with a digital online help that is directly integrated into the control display. Or QR codes are provided on the machine which are then scanned with a smartphone/tablet and take the user directly to the appropriate online documentation. Videos/animations can be integrated directly into the digi-

tal documentation. From a legal point of view, brief printed instructions, including the most important safety-relevant information, are mandatory for machines.

Maintenance & repair
As with assembly, maintenance and repair work is usually carried out by trained specialist personnel. For this reason, a high level of basic technical knowledge is usually also assumed in this case, and the information provided can be reduced to the essentials. Video instructions are also very suitable for complex repair procedures.

offer solutions for your products at attractive prices.

Augmented reality
Another hotly discussed and long-standing topic – augmented reality in technical documentation. By guiding the user with the use of information displays in goggles on tablets, every step in the process becomes child's play. This is especially suitable for retooling and maintenance activities with the advantage that all actions can be logged and are traceable at any time. Also ideal for providing service technicians abroad with live information.

Information platform
PDF, HTML, video, augmented reality

Product information for all target groups
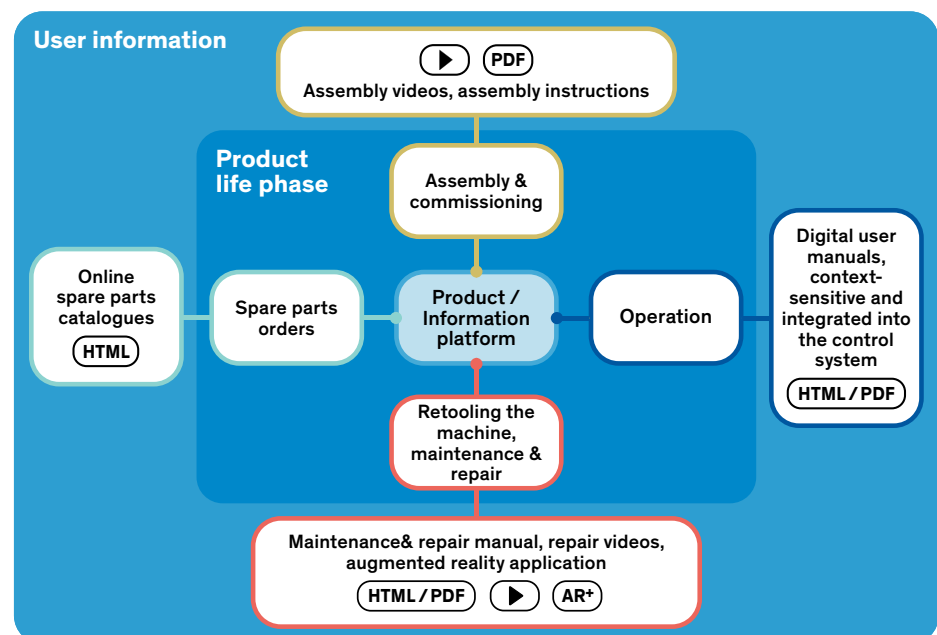
Spare parts orders
As soon as maintenance and repair is involved, spare parts are also very quickly needed. For easy ordering, we recommend the creation of an online spare parts shop. Interactive exploded drawings are displayed in the web browser and every spare part can be requested/ordered with a single click. By using standardised templates, we can also

– these are many different sources of information which when combined enable valuable synergies. To make use of these we recommend setting up a central information platform on the web with specific access for your customers. In this way the users of your products receive all the information they need at any time – precisely tailored to the supplied product variant. This is a real added value.

Translation processes in the digital age

Translation   Günther Klammer - g.klammer@dogrel.com

We are constantly trying to improve our services so that we can respond even more effectively and flexibly to the needs of our customers. To this purpose last summer we launched our new translation online platform https://translation.dogrel.com which features the following useful functions:

DOGREL Tracking

With large translation projects in particular, it is especially important for processes to be well defined and to have a clear overview at all times. This is why we have developed DOGREL Tracking – the practical online platform for ordering, tracking, monitoring and processing translation projects. This reduces time and cost outlay and makes processes noticeably more efficient.

DOGREL TermControl

If a company wants to impress the market, every word has to fit. Consistent use of appropriate technical and company-specific terminology creates trust and credibility. With DOGREL Term-Control we have created a powerful tool that enables you to access your translated specialist terms online – and also to make any corrections where necessary.

DOGREL Proofing

With DOGREL Proofing, all review cycles and approval processes become simpler and more efficient. The documents that are to be checked are uploaded to an online platform. The proofreader then receives a link, can check the content online and insert comments directly in the browser. This saves time and money, adds transparency to workflows and makes it easier to track progress.

Artificial intelligence

For almost 20 years all DOGREL translations have been carried out with the use of translation memory systems (TMS). Every translated sentence is stored in a database.

For around one year now we have also been using neural machine translation tools (NMT) as a first step in the translation workflow. This is followed by careful revision (post-editing) by our team of translators who check the text comprehensi-bility, style and terminology consistency. The result is faster translations in impressive quality and at attractive prices.

Data security

Since we translate a large number of confidential documents, we are very concerned about the issue of data security. All texts are only processed in-house and by our established team of translators. We are also happy to sign customer-specific confidentiality agreements upon request.

DOGREL Translation – always the right choice for your translation projects.