

Efficient Technical Documentation in Machine Construction with docuglobe

Gerhard Dücker GmbH & Co. KG, from Stadtlohn, Westphalia, shows how a manufacturer can set itself up to create operating manuals efficiently, relying on the docuglobe content management system.

Dücker's attachments stick out up to eight meters over unimogs and tractors. Whether for mowers or sweepers, shearing or milling, a perfect operating manual is a fundamental part of a Dücker product to guarantee optimum operation with forces that can sometimes be extremely strong.

the writer. With docuglobe, Dücker can now enjoy a major time advantage when it comes to putting together technical documentation. With docuglobe, instead of creating new files for each document, individual documents are fed by information modules for each product. These modules can be used over and over again, making it as easy as pressing a button to

load the right documentation to the right place. docuglobe also offers the advantage of being able to implement the structure prescribed by law right from the start. The software ensures that documentation is CE-compliant.

Dücker has created multiple new documents since starting in the fall of last year. "We had already saved an enormous amount of time on our new operating manuals alone," emphasizes Hermann-Josef Lammerding, Designer Manager and QM Representative at Dücker. Thanks to docuglobe, Dücker was able to use content



That's not the only reason the manufacturer saw a need last year to take action when it came to creating technical documentation. The old way of putting together documentation using outdated software was no longer appropriate for the times. That's why Dücker switched to docuglobe.

The content management system from the gds group offers intuitive operation with the integrated word editor, which in turn shortens the training period for

created one time for a variety of documentation. Dücker especially expects positive effects over the medium term. There are over 50 different documents for the various products. These will be adapted in the future. Because many segments are the same, the manufacturer expects to save a considerable amount of time. "Recurring contents can be easily managed and added to new documentation with a click of the mouse. This lets technical writers concentrate fully on the content specific to the project," explains gds Sales

Director Henning Mallok. The manuals can also be continuously revised as changes in legislation or customer requirements make it necessary.

Even as German manufacturers increasingly turn their focus in an international direction, docuglobe is creating significant savings. Companies only have to translate their content once and then can reuse it over and over. This saves a lot of money that would be spent on translations of entire documents. Dücker sees enormous savings potential in that. If the manufacturer supplies its attachments to a non-German-speaking country, the company will translate each document into the appropriate language – primarily Dutch, Danish, English, Russian, Slovenian, and French. Manufacturers can use the translation management implemented into docuglobe to automatically transmit modules to connected agencies for subject-specific translation.

Integrating a software like docuglobe into the product development process doesn't just cut down on the time and money spent. According to the EU Machinery Directive, manufacturers are obligated to include technical documentation with any machine or system supplied, in the respective language of the country where it will be used. They can be held liable if operating instructions, user manuals, or setup descriptions are missing or incorrect. Technical documentation for machine, plant, and equipment construction is often highly complex. Without the help of software, not only can even minor changes to the product in high costs for revising and translating the documentation, but it is difficult to ensure the full traceability of changes demanded by DIN EN ISO 9001.

gds beat out other systems in an extensive competitive analysis conducted by Dücker. Even in the first week of learning, Dücker was impressed by the solution. "The support team gave us helpful hints," says Lammerding. "Now we can always have absolute confidence in our manuals."