



With Integrity's help, we didn't just change our documentation, we changed the way our company performed our business. We empowered our employees and gave them the tools they needed to re-think how they approached and took responsibility for their own safety.

– Operations Manager

Turnkey documentation fosters positive change in corporate culture

An international leader in oil and gas production selected The Integrity Group

(Integrity) to develop a documentation suite used to distribute procedures and risk assessment tools across the organization. The client relies almost exclusively on this documentation suite to communicate the information workers need to maintain a safe and effective work environment in all client facilities and locations.

The client had several safe work practice initiatives in place for the suite of documentation, but needed to revise them heavily to accommodate critical updates in the company's operational guidelines and changes in government regulations.

Working with select client subject matter experts, Integrity managed the end-to-end documentation process, which included updating content in initial drafts and producing completed documentation products in both hardcopy and online formats.

BUSINESS CHALLENGES

The client had multiple onshore and offshore facilities. Although some documents were available from the client's intranet site, each facility spent a great deal of time modifying corporate documentation to meet its needs. The client mandated that the updated suite of documentation would account for the majority of these modifications with the intention of reducing rework and enforcing corporate standards.

Additional business challenges included:

- Establishing a method for consolidating various documents into an approved, division-wide message
- Creating a customized documentation solution that met the needs of employees, vendors, and sub-contractors
- Managing cross-functional teams from multiple locations
- Training internal resources to produce accurate, effective documentation
- Eliminating inconsistencies in documentation, including the need to incorporate corporate style and branding standards
- Decreasing time spent by managers supervising resources and developing documentation

THE INTEGRITY GROUP ANSWER

Integrity and the client initially reviewed all documentation goals and put together a documentation strategy. After documentation deliverables and milestones were established, Integrity met with key members of the client's operations, safety, and documentation teams to determine priorities and identify the teams responsible for providing subject matter expertise.



*Rapid,
Economical,
Predictable*
**CONTENT
SOLUTIONS**

Integrity worked within the client's aggressive schedule and delivered the documentation suite in nine weeks, reducing the client's previous documentation development cycle by more than nine months.

To create the documentation suite, Integrity provided a full range of documentation services, including:

- Project management
- Quality assurance
- Graphic design
- Technical writing
- Editing
- Desktop publishing
- Documentation template design
- Content management
- Production administration

BUSINESS BENEFITS

The client's decision to outsource its documentation services to Integrity resulted in a significant return on investment. Integrity became a true business partner, providing service and expertise beyond the client's expectations.

Integrity was able to accommodate all the customized and regionalized modifications made by various operations facilities to create the standardized suite of documentation. This eliminated the need for individual facilities to customize corporate documentation and ensured that operations personnel at corporate headquarters knew exactly what processes and risk assessment procedures would be used at each facility.

This kind of reorganization and rethinking was made possible by Integrity's familiarity with accommodating end user needs. Our ability to focus documentation around improving the way a customer experiences a product or service was irreplaceable in this process.

Some key benefits from the collaborative relationship included:

- Reduced documentation development time by almost 10 months
- Streamlined documentation processes, leading to greater efficiencies and shorter development times
- Reduced the number of documents necessary for disseminating division-wide messaging
- Eliminated inconsistencies in the documentation suite
- Improved user-level interaction with the documentation, increasing operational efficiencies and enhancing the user experience
- Reduced occupational injuries by providing critical updates to comprehensive risk assessment and mitigation tools

ABOUT THE INTEGRITY GROUP

Since 1994, The Integrity Group has partnered with our clients to deliver the highest quality business and technical documentation, corporate communications, multimedia productions, and e-learning solutions using our proprietary REP MethodologySM (Rapid, Economical, and Predictable). Our REP Methodology streamlines processes, condenses development timelines, ensures the highest quality deliverables, and delivers enhanced customer experiences, all at a substantial cost savings.

For more information about The Integrity Group, please visit www.go-integrity.com or call **1-877-955-0707**.