Entertainment & Infrastructure – Theme Park Operations Maintenance & Safety Documentation – Walt Disney World

Entertainment Company
Ride Systems, Utilities, and Safety Procedures
Case Study

Challenge

Issue

Engineering and maintenance teams across Walt Disney World parks required updated, accurate documentation to support the operation of attractions, infrastructure systems, and routine maintenance.

Goals

- Improve documentation consistency and clarity
- Increase safety through clearly written procedures
- Create scalable systems for ongoing updates and accessibility

Root Cause

Outdated or inconsistent documentation limited team efficiency and introduced unnecessary risks during maintenance. Safety procedures required clearer, site-specific instructions tailored for real-world use by technical crews.

Solution

Preparation

- Reviewed existing manuals for structure, gaps, and usability
- Engaged with engineers, and utilities teams
- Built reusable templates and structured content libraries for scalability

Application

1. Created and updated ride and show manuals across all five parks
2. Documented utility systems for power generation and water treatment
3. Wrote Lockout/Tagout (LOTO) and confined space safety procedures
4. Developed SharePoint templates to organize and deliver documentation

Results

Teams Supported

- Engineering departments
- Attraction maintenance crews
- Utilities and infrastructure teams

Client Reported

- Increased operational consistency and safety compliance
- Faster access to documents via organized SharePoint platforms
- Scalable documentation framework for future updates

Key Deliverables:

- 5+ Park-Wide Manual Sets
- 3 Safety Procedure Series
- 1 SharePoint System for Internal Use







The Writing Sample

The Writing Sample creates clear, customized technical documentation for industries like engineering, manufacturing, and aerospace. With 15+ years of experience, they deliver high-quality, compliant documents that simplify workflows, enhance brand authority, and reduce costs.