

Challenge

Issue

Legacy manuals from previous manufacturers often unclear, inconsistent, and filled with engineering jargon. Many lacked visuals or had poor-quality illustrations, and were written with assumptions that made them difficult for users to understand or apply.

Goals

- Transform outdated, engineering-heavy manuals into clear, usable documentation that aligns with Kadant's current standards and supports customer operations.

Root Cause

The original manuals were created without standardized formatting or reader-focused writing. Over time, this caused confusion, increased support needs, and reduced the value of the documentation for technicians and customers.

Solution

Preparation

- Reviewed each legacy manual to assess organization, clarity, and visual content
- Applied Kadant's new document template to begin restructuring content
- Identified jargon-heavy sections and rewrote them for accessibility

Application

1. Restructured and clarified legacy content
2. Rewrote technical jargon for usability
3. Filled gaps through engineer collaboration
4. Refined through review cycles and submitted for approval

Results

Estimated Results

- Cut time spent locating procedures by up to 40%
- Reduced maintenance errors by an estimated 25%
- Improved consistency across equipment types
- Minimized reliance on engineering support

Key Deliverables:

- Fully modernized legacy manuals
- Reader-focused content with improved clarity
- Documentation aligned with Kadant's internal standards and external expectations

By transforming outdated manuals into clear, usable documents, I helped Kadant Black Clawson preserve legacy product knowledge while improving day-to-day efficiency and long-term customer support.

