

# Ensuring the Quality of Documentation when Experts who Write in English Are Not First Language Proficient

## Client

I.V. Solutions' Client is a major technology organisation providing business software solutions in a global market. The Client's business language is American-English, but for many colleagues this is not their first language.

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## Business Challenge

The Client's requirement for documentation across its business was increasing with the growth of the organisation. The challenge was to meet this requirement whilst managing cost-effectively and maintaining the high quality of the documentation.

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## The Client Solution and I.V. Solutions' Contribution

The Client worked in an Agile™ development environment and made a strategic decision to co-locate its documentation experts with their development departments. This meant that many of the colleagues providing documentation in American-English were not first language proficient.

I.V. Solutions Ltd provided a variety of services to support the Client's changed documentation process. These included:

- The development of a training programme for documentation experts who write in English but are not first language proficient (held/to be held in China, South America and Western Europe);
  - Quality audits of documentation output to identify training requirements;
  - Ongoing mentoring of documentation experts who write in English though it is not their first language;
  - Support in the recruitment of documentation personnel, in particular input in the testing process and marking of documentation tests;
  - Writing documentation and providing developmental editing services.
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## Business Benefit

The Client has a cost-effective model for the delivery of documentation products. The quality of output from documentation experts whose first language is not English has improved. This project is ongoing and further I.V. Solutions support will ensure continuous improvement in output.

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If you would like to know more about our services, contact us at: [enquiries@ivsolutions.co.uk](mailto:enquiries@ivsolutions.co.uk) ; [www.ivsolutions.co.uk](http://www.ivsolutions.co.uk) ; +44 (0)1794 301593.

