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Steps to expanding your capabilities through **Outsourcing**

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Step One:

Identify areas and situations where you can use the help.

Specifically, look for opportunities where...

... time is of the essence and you face internal constraints.

... you lack dedicated resources.

... you have a need but can't hire new employees.

... your employees lack the requisite level of cutting-edge technology (e.g., 3D modeling, animation, simulation)

... you have a large volume of work with looming deadlines.

... in-house resources would be better utilized somewhere else.

... your content is outdated, lacks consistency or is disorganized.

... your competitors are showing you up.

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Decide which services make the most sense to outsource.

Some of the more common services that companies outsource:
- New content development
- Clean-up and organization of historical content and data
- Transition to an XML-based documentation and the associated content conversion efforts
- Localization
- Translation
- Conversion to Simplified Technical English (STE)
- Illustration
- Computer-Aided Design (CAD) Work
- 3D Modeling
- Animations
- Simulations
- Video

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Step Three:

Identify and down-select potential outsourcing partners

Narrow the scope of potential vendors and make an informed decision by developing and distributing a solid RFP. At a minimum, the RFP should ask vendors to supply information regarding:

- Personnel (number of employees, average tenure)
- Company history (years in business, customers)
- Enterprise-level certifications, accreditations, awards
- Quality management system(s)
- Experience in your industry

Once the information has been collected from all potential vendors, use a purposeful, prudent and documented approach to eliminate them one at a time until you find the best fit.

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Step Four:

Divide work between your group and your selected vendor.

Assuming that you will not be giving all of the work that you are responsible for producing to the selected vendor, there are a number of workflow models and decision paths to use when developing your roadmap to overall success.

A few tips to consider:

- Keep the newer, active or more interesting work and outsource the older, less interesting work

- If there is one master document that needs to be replicated across the series, manage the development of that one and outsource the development of the remainder

- Assess whether you have the needed resources to do certain elements, such as illustrations. If not, consider outsourcing the documentation most likely to require illustrations

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Agree on and implement oversight procedures and KPIs.

Trust in your vendor is important, but so is validation. Build a set of key performance indicators (KPIs), milestones and delivery deadlines to make sure that the program progresses at a pace that both parties can agree on and adhere to.

KPIs to consider:

- Total throughput and on-time delivery rates
- Average hours to complete a work package
- Backlog level (should decrease over time)
- Cycle times (request to completion, review times, etc.)
- Defect rates

It is also important to:

- Ensure that you establish a single point of contact with the vendor to reach out to when issues arise
- Set up a regular touch-point meeting
- Receive regular progress reports

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Working with JANA will reduce the workload of your management and specialist teams so they can focus on job number one:

building your business

Let your engineers and product development team members focus on what they're good at, and count on us to focus on what we're good at: producing high quality documentation efficiently and cost effectively.

Whether you are seeking to outsource some or all of your technical documentation needs, JANA is ready to become an efficient extension to your team. We take away all the headaches of hiring, training and maintaining a team of new writers.

You can rest easy knowing that our program managers and writing teams work within an **ISO 9001:2005** and **13485:2016** environment backed by a time-proven Quality Management System.

JANA team members are always available to provide you with a cost-effective and flexible technical authoring service tailored precisely to your needs.

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