## Guidelines For Developing Instructions



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Version 2.0

Last Update: October 1, 2017

## **Guidelines for Developing Instructions**

Instructions provided by the manufacturer are intended to help consumers assemble the product and use it properly. Instructions should be viewed as part of a product system that includes product design, on-product warnings, and packaging. Well-written and designed instructions can do several things. They can describe the actions and procedures necessary to assemble a product, explain how a product works, warn consumers about product hazards, and meet legal and regulatory requirements to provide warnings and certain information.

The major stages of the development process are planning the instructions, designing the instructions, and evaluating the instructions effectiveness. The following are guidelines to help develop effective assembly and operating manuals.

If you have general questions about the product instructions, please contact your Merchandising contact. For technical questions, please contact the QA department at <u>Spec\_expediter@colonybrands.com</u>.

Instructions Planning:

- Define the scope of the instructions. Determine if the instructions are intended to cover assembly, use, storage or maintenance.
- Identify key tasks that the user must perform. Determine steps for assembly, and for use of the item.
- Identify all reasonably foreseeable hazards associated with the product. Review product analysis for potential hazards and identify them in warnings.
- Identify government regulations that relate to the product's instructions. Determine if there are any regulatory mandated warnings that need to be added to the instructions.
- Identify the needs of the consumer. Determine if written instructions, graphical instructions, or a combination are the most appropriate for the product and the user.

Instruction Design:

- Choose the most appropriate page size. Consider how the instructions will be used, and the amount of information to be included in the instructions.
- Choose a consistent format for instructions that are larger than one page.

- Include the name and number of the product on the title page.
- Include a complete parts list. Give short meaningful names and diagrams to parts, or an identifier that corresponds to a label on the individual part. Hardware diagrams should be drawn to scale to help the consumer identify parts.
- When hardware is being packed, the hardware components should be individually bagged together and labeled before being placed in a larger bag to help locate each part.
- Include any warnings that are legally required or determined to be necessary through product analysis
- Include step-by-step instructions for assembly. Develop steps for assembling and/or use of the product. Determine what will be written or presented with graphics.
- If a text and graphic style is used, place graphics next to the text in which it is referenced.
- Use graphics that are easy to understand. Use exploded diagrams if necessary to show detail of smaller objects. Use line drawings rather than photographs to show detail. Do not use hand drawn illustrations.
- Use about 12-point type for text. Smaller type can be difficult for some people to read. Avoid excessively long line lengths. Write long multiple step procedures as a series of numbered steps.

Evaluate the instructions effectiveness

- Verify that the instructions are accurate. Make sure there are no factual errors in the instructions.
- Evaluate the instructions with the product. Use test participants that are representative of the target consumer. Test should be performed in real-life settings.
- Revise and retest if needed.

To ensure consistency in the Colony Brands, Inc. furniture assembly instructions, we are providing our suppliers with the below listed <u>minimum</u> requirements that <u>must</u> be used when creating furniture assembly instructions. As a supplier, if you want to add in other components (i.e. how many people required for assembly, etc.), that is acceptable, but not a requirement. We ask for your assistance in providing our customers with assembly instructions that are easy to follow and provide the clearest directions.

<b>Requirement</b>	Evaluation method	<u>Criteria</u>
Print quality	Visual	Print must be complete and dark
Font size	ruler	Minimum font size is 1/8"
Paper quality	visual/scale	Paper must be clean, no tears
Language	Visual	Written in English
Cover image/photo	Visual	Must show an isometric view of assembled product
Table of contents	Visual	Must include a table of contents with correct page numbers for each topic
Caution statements	Visual	Must include all required caution and warning statements related to this product
Parts list	Visual	Must list all parts and show an image/diagram of each. All screws, nuts, nails and washers must be shown in life size.
Tool list	Visual	List all tools required for assembly and include images
Part labels	Peel label	All part labels must stay on during transport and assembly but must be able to peel off without leaving adhesive
Assembly instructions	Visual; Assemble product using instructions	Must be presented in a logical order,
Sub assembly	Visual	List of hardware required for each step; show exploded view of subassembly; no more than 2 assembly images per 8 1/2" by 5 1/2" page.

Example of Assembly Instructions:













