

CASE STUDY

DTS Delivered Expertise and Value by Managing this Client's Technical Writing

The Challenge

This global manufacturer of agricultural equipment relied on contingent specialists for the in-depth technical writing required to support their broad product line. Because the client's internal business policy mandated that contingent employees take breaks in service, writers were required to leave, taking their training and knowledge base with them. In addition, retention of technical writers was a challenge because writers had limited career path opportunities and a restricted benefit structure within the existing model. The client enlisted Design & Technical Services (DTS) to design a solution that would ensure consistent quality for their writing projects.

The Solution

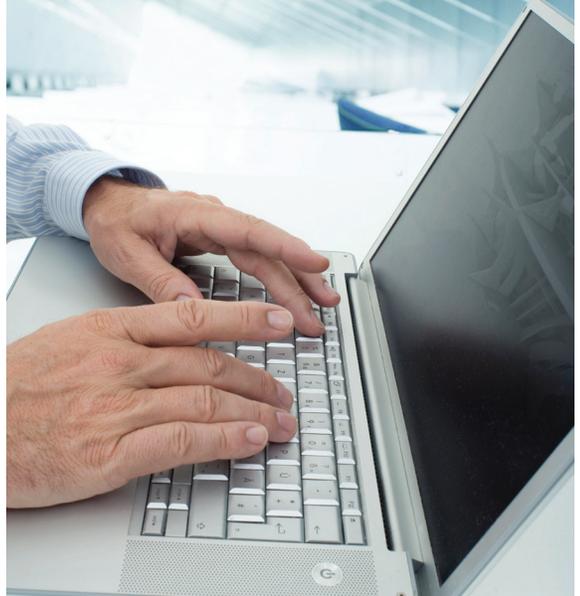
Consulting closely with the Client team, DTS customized a solution that addressed employee and knowledge retention issues while conforming to the client's internal policies. Our solution shifted management of the technical writing projects to DTS by creating an in-sourced SOW/Contract service project with deliverables. We assigned team leads to coordinate all project activities including: capacity planning, management and oversight of the technical writing team, talent acquisition and training. We also created a service organizational structure that included several tiers of technical writers, giving employees an opportunity to advance their careers, as well as an enhanced benefit structure to recognize tenure.

The Results

The solution has proven its value by shifting day-to-day management from the client to DTS, which has improved retention of valuable employees, saved time the client had previously spent sourcing, training, and on-boarding employees, and freed the client's internal team to focus on core business concerns. Our solution has delivered additional value by allowing the client the flexibility they needed to respond to a subsequent challenge they faced with EPA emission regulations, and puts them in a favorable position to face future challenges.

About DTS

Design & Technical Services (DTS) provides consulting, outsourced and insourced services supporting the engineering and manufacturing industries. From design, analysis, build-test, production, and support, our engineering and manufacturing support services improve the ROI of your product lifecycle.



For more information contact us at
309.676.7861 or visit designtechnical.com.