SEPTEMBER 2025 · DOCUMENT CONTROL

A good machine deserves a usable information pack

A machine can arrive with drawings, supplier PDFs and a folder of photographs, yet still leave its owner unsure where to find the right information. The first step is to organise the package around the people who will use it: operators, maintenance staff, stores and the customer's technical team.

Clear information. Confident next steps.

Eight-page reading booklet
Collection first published 22 September 2026
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01 / UNDERSTAND

Start with a clear foundation

Start with the equipment identity

Give the package a clear boundary. Record the equipment name, model, serial number or applicable serial-number range, configuration and document revision. A beautifully formatted manual is of limited value if readers cannot tell whether it covers their machine. Where information is uncertain, record the gap and nominate someone to resolve it.

Build an index before writing pages

List the deliverables, their source information and their reviewers. A practical index may cover operation, maintenance, spare parts, drawings, supplier information and handover records. Avoid copying every available file into the final pack. Keep the information relevant, make its purpose clear and provide a route to related documents.

02 / APPLY

Turn information into action

Make approval visible

Separate editorial preparation from technical approval. The documentation team can structure, illustrate and cross-reference the content; the responsible customer or OEM confirms equipment-specific instructions and limits. Use a review register so unresolved comments do not disappear into email threads.

Start with the reader, not the folder

Imagine a service coordinator receiving a machine information pack containing forty files. Some are supplier brochures, several have identical names and the latest operating instructions are not obvious. The first improvement is not a new template. It is a clear statement of what the reader needs to do and which records support that task. Separate operating information from manufacturing evidence and commercial correspondence. Give each group an owner and a current issue location. This is an illustrative scenario, but the questions can be applied to your own pack immediately.

03 / LOOK CLOSER

Run a small information-finding review

Choose three questions a real user asks: which configuration is this machine, where is the approved procedure, and who can answer an unresolved technical question? Ask a suitable reviewer to find the answers using only the pack. Record the path they take and any ambiguity. Do not interpret a quick search result as proof that the underlying content is correct. Navigation and technical accuracy are separate review activities. Repeat the exercise after restructuring and retain the findings as a practical improvement record.

- Which user needs this information most urgently?
- Which source is authoritative, and who can approve it?
- What would make a small pilot useful to your team?

04 / WORKSHOP

Make it a team conversation

Use one small, approved example from your own organisation. Nominate a document owner and a reviewer, then apply the checklist below. Record the initial problem, the proposed improvement and the evidence needed to confirm it. Keep the exercise separate from any live equipment activity or production change until the appropriate authority approves it. Discuss what became clearer, which inputs were missing and whether the same approach can be repeated. A modest improvement that your team actually uses is a stronger starting point than an ambitious system with no agreed owner.

- Name the document owner and technical reviewer.
- Write down one unresolved source-information question.
- Agree one measurable information-finding task.
- Record what changed after the review.

05 / WORK WITH CDX

A practical delivery partnership

CDX can help organise the source material, prepare a representative layout, produce the agreed CAD or documentation outputs and maintain a comment register through review. Offshore production is coordinated by Australian management under a defined scope. We do not provide engineering sign-off or create evidence of inspections that have not occurred. Bring the approved source information, your intended audience and the required deliverable list to the discussion. We will identify the preparation work, unresolved questions and review responsibilities before agreeing the production scope.

- Supporting documentation from AUD $10/hr + GST.
- CAD drafting & modelling from AUD $16/hr + GST.
- Technical documentation from AUD $16/hr + GST.
- 12-month work warranty; scope and conditions apply.

06 / CHECK & ACT

Your next step

Pick one existing equipment pack and ask a colleague to find its current parts list, maintenance schedule and drawing register. Use the difficulties they encounter to set your improvement priorities.

- Identify the equipment and configuration.
- List the intended readers and their tasks.
- Create a deliverable register with an owner for each item.
- Record missing source information.
- Agree technical reviewers and final approval.

07 / TAKE IT FORWARD

A one-page improvement brief

Use these prompts to start a focused discussion with your team. Keep confidential equipment details inside your approved project channels.

- Problem: what information is difficult to find or trust?
- Reader: who needs it and at what point in their work?
- Source: which approved files and records exist?
- Deliverable: what would make the information usable?
- Review: who will confirm the technical content?
- Success: how will you check whether it helped?

Start a scoped conversation

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General educational material. CDX prepares work for review and does not provide engineering sign-off. Your responsible authority approves equipment-specific instructions and technical decisions.