Documentation 4.0 – Advancing the HMI

BLUESTREAM CONTENT SOLUTIONS

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WHITE PAPER

How leading loom machine manufacturer Picanol transformed their end-user operators' experience with content updates published automatically to on-machine Human Machine Interfaces.

In the past, Picanol noticed that their huge set of documentation was not always used because it was not available for the operators at the machine.

Working with Blustream partner Flowtime they now leverage the full value of their documentation.

Today, their looms come with a Human Machine Interface (HMI), a dashboard that allows the operators to interact with the machine. This presents an ideal opportunity for Picanol to add the documentation to the HMI, make the documentation for the most critical parts of the loom available at a tap of a button and makes it possible to update the documentation each quarter.

Thus, they can be sure that an operator is always using the latest version of the documentation, even in an offline environment.

DOCUMENTATION EASILY AVAILABLE

The documentation set for one loom is vast, no less than 1,800 pages because it explains both the mechanical features and the software functionality of the loom in great detail.

The result is a big heavy box of printed documentation gathering dust on a shelf because it was not efficient for operators to use it while working.

The software on the loom is also updated on a regular basis, but the operator in the field did not always get the latest version of the documentation, which led to confusion. Furthermore, these operators primarily work in an offline environment, which makes it impossible to supply them with an online knowledge base.

CONTEXT-SENSITIVE HELP

The main goal of this project was to make the critical parts of the documentation available at a tap of a button. When an operator is stuck while doing his task at hand, he should be able to tap the Help button on the HMI and then be directed to the correct spot in the documentation to solve his issue without any hassle. Moreover, an operator should be able to find a piece of information quickly in the complete set of documentation in the language of his choice and always have up-to-date documentation in an offline environment.

flow

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HELPFUL HMI WITH UP-TO-DATE DOCUMENTATION

Context-sensitive help

Picanol has successfully completed a digital transformation project for their technical documentation, so they now have their content structured in topics and in XML format. One of the advantages of this format is that you can add unique metadata to separate components of the documentation. Picanol wanted to have the documentation available to the operators at a tap of a button for the most critical screens. To achieve this, the documentation team collaborated with the IT team to map the metadata on the HMI to the info in the documentation. Today, operators simply tap the Help button on their screen and are guided immediately to the corresponding place in the documentation.

Machine-specific metadata

The version of the HMI used on a loom differs per machine, and while the Picanol engineers are doing an update on the machine, they also upload the correct set of documentation. By adding specific metadata to the documentation, the update mechanism checks the version that is used on the loom and automatically adds the correct set of documentation.

Knowledge base

We do not only add the documentation of the critical screens to the HMI, we make the complete set of documentation available in a knowledge base. Using a powerful search, operators can easily find all relevant information at any moment. Furthermore, we split up the knowledge base in a software part and a mechanical part, but we kept the links between them to make it easy to toggle between both parts.

Rather than a select set of content, the complete documentation set is available via the HMI. Using a powerful search, operators can easily find all relevant information at any moment. Furthermore, the knowledge base is divided between software and mechanical components, but the links between them are maintained, making it easy to toggle between them.

Multilingual documentation

An operator finds the documentation in the language that has been set as the default language on the HMI, but he has the flexibility to toggle between different languages. This comes in handy when operators from other countries and locales work on the same loom and want the documentation in their native language.

About Bluestream XDocs DITA CCMS

XDocs DITA CCMS is the leading single vendor solution for organizations looking to improve and enhance their information workflow. With a unique rapid-to-deploy methodology coupled with unrivaled functionality, **XDocs DITA CCMS** is inspiring teams of authors to create powerful user-focused content that is flexibly delivered to any device or platform.

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