Case Study – Technical Documentation

Client	Project	Industries	Solutions
Northrop Grumman/USPS	Flats Sequencing System	Government	IETM

Challenge

Northrop Grumman is a leading global security company providing innovative systems, products and solutions in unmanned systems, cybersecurity, C4ISR, and logistics and modernization to government and commercial customers worldwide.

The United States Postal Service (USPS) continuously strives to increase services and improve efficiency. To improve processing of flats USPS contracted Northrop Grumman and Siemens Corporation to design, develop and deliver a new Flats Sequencing System (FSS).

An automated machine in the field increases the productivity of the workforce and speed of mail delivery. Maintenance on the machine is critical to its performance. The USPS Maintenance Technical Support Center requires a detailed maintenance series handbook to be delivered with each new design of equipment. This handbook was the first to be developed fully interactive with the machine software.

Northrop Grumman sought out partners to assist in the creation of an aggressive and massive online manual to meet USPS documentation needs for FSS.

TTS Solution

As a valued partner to Northrop Grumman, TTS was engaged to:

- Interface directly with NGC, Siemens and USPS personnel to evaluate technical content, develop required documentation on a continuously changing machine design.
- Work with NGC engineering and USPS to identify the FSS maintenance philosophy.
- Develop the maintenance and troubleshooting procedures for the FSS.
- Validate procedures on the FSS with USPS and NGC personnel.
- Write a comprehensive theory of operations description for the FSS.
- Document Software operation and alarm responses.
- Develop an interactive parts manual.

The Results:

- ✓ A fully interactive technical manual was developed using XML language and DITA architecture to interface with the FSS control software. The manual was one of the largest ever developed by Northrop Grumman.