EQUIPMENT MANUAL SEARCH ASSISTANT / ILLUSTRATIVE CASE

Can staff find an approved answer for the right equipment model?

The management decision

Judge answers against the approved manual and its revision. Track cases where the assistant should refer the question to a specialist and verify those outcomes independently.

Similar equipment models can share a part name while needing different procedures. A search result that points to the wrong model or document version can waste time or lead to a poor decision. A focused search assistant helps staff find the relevant passage and makes it clear when their question needs an expert. It gives managers evidence to decide whether the approach is worth developing beyond the initial pilot.

Worked example

Of 25 model-specific test questions, 20 receive correct answers linked to the source, three are properly referred and two receive incorrect answers. Track the three outcomes separately.

Example figure	What it represents
20	Correct with a source
3	Appropriately referred
2	Incorrect answers

What changes the answer

When an approved manual changes, repeat the questions for that model. A previously acceptable answer should fail the test if its reference points to an outdated instruction.

Equipment manual search assistant

What to commission

Pilot search on one approved manual collection with model-specific questions and examples requiring expert referral.

We limit the trial to agreed equipment and test whether the assistant identifies the right model and manual version. We also test questions where it should refer the user to a reviewer because the information is missing or uncertain.

How to judge the result

Testers can identify the manual version behind an answer and verify that unresolved questions reach an appropriate reviewer.

Compare time spent locating the right passage with expert review time. Repeat the test when manuals change before allowing staff to rely on revised answers.

Decision worksheet

Project detail	Starting point for your team
Decision owner	Technical support or service manager. Name the person who will approve the next step.
Records to gather	Approved manuals, common staff questions and a person to handle questions the tool cannot resolve.
Agreed output	A pilot with cited answers, sample tests and a log of questions referred to experts.
Decision date	Record the deadline, any unresolved assumption and who will confirm it.

Discuss this case

Tell us which equipment manuals staff search most often and where current searches slow them down. Include examples of common questions and one that needs an expert. Mention who approves manual versions so we can discuss a manageable set of documents for a pilot.

Email info@oxetc.co.uk and mention DEV-10. All figures in the worked example are illustrative.