

Poorly Designed Documents for Redesigning

Example 1

TO: All Department Heads

SUBJECT: New Copy Procedures

A recent study of our copy center request procedures indicates that we are not fulfilling copy requests as efficiently as possible. A number of problems surfaced in the survey. First, many requests, particularly large orders, are submitted before the copy center opens. Others are submitted after the copy center closes. As a result, the copy center has an enormous backlog of copy orders to fill before it can begin copy orders submitted after 8:30 A.M., when the center officially opens. This backlog may throw the center two or three hours behind schedule. All copy requests throughout the day then require over two hours to complete. By 2:00 P.M., any copy requests submitted may not be filled that day. If large orders arrive unexpectedly even a routine copy request may take two days to complete.

To remedy the situation, we will change to the following copy request procedure beginning Monday, February 7. The copy center will close at 3:00 every afternoon. Two work-study employees will work at the center from 3:00 until 5:00 to complete all orders by 4:00. If you submit copy requests by 3:00, the center will have them ready by 4:00. In short, all requests will be filled the day they are submitted. However, do not leave copy requests after 3:00, as these will not be processed until the following day. However, we guarantee that if you leave your request for copies with us between 8:30 and 3:00, you will have them that day.

Requests for copies of large orders—over 100 copies of one item, single/multiple copies of any document over 25 pages, of front/back photocopying of one item up to 50 copies—will require that a notice be given the copy center one day in advance. That way, the center can prepare for your copy request and be sure to have it ready for you. Copies of the request form are attached. Please complete one of these and send it to Lynda Haynes at the copy center so that she can schedule all big jobs. If you submit a big copy request without having completed the form, your request will be completed after other requests are complete.

Allow plenty of time for routine jobs—at least two hours, and three if possible. Beginning February 7, give all copy requests to the receptionist at your office number. Be sure you attach complete instructions. Give your name, your phone number, and your office number. State the number of copies required and any special instructions. Specify staples or clips, color paper, and collation on multipage copies.

Pick-up procedures also change February 7. All copy jobs, after they are complete, will be placed in each department's mail box. No copies will be left outside the copy center after closing time. No copies will be left with the receptionist. Large orders that will not fit mail boxes will be delivered to your office.

If you have questions about this new procedure, please contact Lynda Haynes at 2257.

Example 3

GrillWizard

Fast and efficient frying and cooking with propane gas. Light the burner and instantly you have a hot 100,000 BTU continuous flame.

The **GrillWizard** will help you eliminate fish and other lingering cooking odors from your home.

The **GrillWizard** is used for fast frying of fish potatoes, onion rings, chicken, vegetables, and donuts. Substitute water for oil and it's also great for shrimp, crab, and lobster boils as well as steaming clams.

This cooker is completely portable with all parts easily assembled and disassembled for compact transportation and storage, yet it weighs only 40 lbs.

When the control valve is open, a full 100,000 BTUs of powerful heat prepares cooking oil in 3 minutes for frying. Adjust the heat with a touch of the control valve.

Operating Instructions

Place grill on level ground. Insert tapered end of tubing into the hole in the base of the grill. (CAUTION: Make sure the cooker is level and the burner is facing up.)

Attach grill connector to propane cylinder.

Completely open propane valve.

Slightly open control valve at grill connector and light cooker at top of tube immediately (CAUTION: **DO NOT stand directly over cooker when lighting burner**).

Adjust control valve for desired flame height.

When finished cooking, always close both grill connector valve and propane cylinder valve completely.

The **GrillWizard** works with any size of propane tank cylinder and all will give off the same amount of heat. A 20 pound cylinder will provide approximately 6 hours of cooking time if valves are completely opened.

The intense heat produced by the **GrillWizard** allows you to fast fry all foods. The cooking oils of conventional fryers drop in temperature as food is added, but the **GrillWizard** maintains its temperature with just a quick touch of the control valve.

The **GrillWizard** has been designed for easy care. However, keep all dirt and foreign objects out of connectors, hose, valves, and openings. Failure to do so could cause obstruction of gas and greatly diminish the effectiveness of the **GrillWizard**.

CAUTION: If you suspect leaks **DO NOT** light unit before checking.

For outdoor use only.

After washing pan with soap and water, dry thoroughly and coat the entire pan with cooking oil on paper towel to prevent rusting.