

Notice

This is an example of poor technical instructions.

Example

To set the graphics board mode to sequential, first remove the serial cable. Locate the mode switches and place the first one in the up position and the second one in the down position. Verify that the monitor is disconnected before changing positions of switches. Remove the interlace jumper and replace the serial cable.

Shortcomings of the Example

The above example illustrates the following basic errors in communication:

1. Failure to define terms. How does one identify the serial cable? What is the "interlace jumper" referred to in the last sentence?
2. Failure to properly sequence instructions. The monitor is to be disconnected before changing the switches, yet the instruction to do so comes after the instruction for setting the switches.
3. Failure to specify locations. Where does one find the mode switches and the interlace jumper?