



TECHNICAL WRITING IN BIG PHARMA

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CREW CORPORATION, CLIENT: ELI LILLY & COMPANY








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Who knows what a Technical Writer does?



My background:

- ✓ Bachelors of Science in Biology
- ✓ Masters in Business Administration
- ✓ Certificate in Medical Writing and Editing

DOBBERT SPEAKS TO THE BRITTLE TECH WRITER

IS TECHNICAL WRITING THE SAME AS WORD PROCESSING?

NO!!!

I AM A HIGHLY SKILLED COMMUNICATIONS PROFESSIONAL! I CAN TAKE JUMBLES OF INERT THOUGHTS AND BRING THEM TO LIFE!!

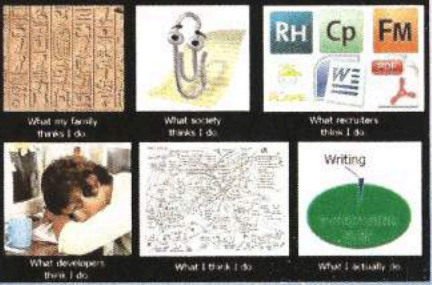
MY SECRETARY IS RUNNING THE STAFF MEETING. I NEED YOU TO RETYPE THIS ORG CHART.


THE DOCTOR IS IN!


My work experience:


- ✓ Quality Control Chemist (Aventis Behring, Abbott Labs, Northfield Laboratories)
- ✓ Validation Specialist (Abbott Labs)
- ✓ Documentation Editor (Abbott Labs)
- ✓ Computer Software Validation (Eli Lilly)
- ✓ Technical Writer (Eli Lilly)


Technical Writer




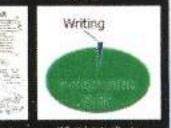
What my family thinks I do: 

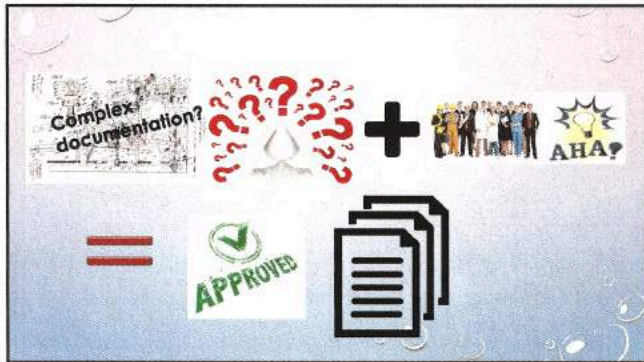
What society thinks I do: 

What recruiters think I do: 

What developers think I do: 

What I think I do: 

What I actually do: 



Technical Writing deliverables in Finance

Collaborate with SMEs (accountants) to produce:

- Standard Operating Procedures (SOPs)
- SAP Job Aids
- P2P, OTC, B2B business process flow diagrams for financial functions



Technical Writer defined

- A Technical Writer, also known as a Technical Communicator is a professional writer who works together with a subject matter expert (SME) to produce a variety of deliverables geared to specifically targeted audiences
- At Lilly, a lot of the targeted audiences are internal and the deliverables are used to explain internal procedures, design and produce products, implement processes, sell products and services to other businesses, or define policies

Technical Writing deliverables in a Quality Control Laboratory

Collaborate with SMEs (chemists, biologists) to produce computer software validation (CSV) documentation for laboratory software such as:

- Planning Document
- Living Document
- Testing
- Test Summary Report
- Yearly Periodic Review Reports

Lifecycle of Technical Writing

- Requirement Analysis
- Designing Phase
- Developing the content
- Editing / Proofreading
- Publishing
- Maintenance

Technical Writing deliverables in Engineering

Collaborate with SMEs (engineers) to produce documentation for medical devices. This includes:

- Configuration Specification
- Installation and Qualification Reports (IQ/OQ)
- Technical Reports
- Test Method Validation

Other Technical Writing Deliverables / Duties

- User manuals
- Department newsletters
- Posters / presentations for a project / product's open house
- Training documentation
- Schedule meetings / reserve rooms
- Take meeting notes
- Maintain SharePoint site
- File documentation in controlled repository

What does it take to be a Technical Writer?

- A college degree
- Ability to write well
- Attention to detail
- Good interviewing and listening skills
- Ability to handle criticism
- Project management skills
- Proactive / Resourceful / Flexible
- Patience (multiple reviews, multiple updates, and lots of waiting for documents to get signed for approved **If too much waiting occurs, it's okay to nag, as long as you nag nicely! @)



Standards and Practices

- Internal Standards (use of style guide, use of logos and branding, department templates)
- Industry Standards (Food and Drug Administration (FDA), Sarbanes-Oxley, International Organization for Standardization (ISO))

What is the difference between a Technical Writer and a Medical Writer?

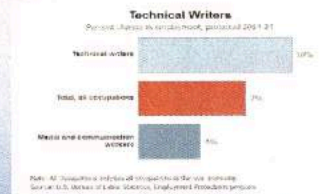
- In technical writing, the writings are straightforward, easy to understand explanations, or instructions on how something works, geared to a certain audience.
- In medical writing, it is a more specialized area of science such as health and medicine (things in which you are writing for a highly educated, professional audience or to the educated layman. In medical writing, it also requires the ability to research, to do appropriate bibliographic searches, analyze, interpret and present bio-medical scientific data in the required format.
- While technical writing documentation such as CSRs and medical devices must adhere to FDA regulations, medical writing must also adhere to a complex process of clinical trials and regulatory procedures that lead to market approval.
- As taken from www.hurlywrite.com, the difference(s) between technical writing and medical writing are: "who the reader are, how they're going to use the document, and what they will want from the document."

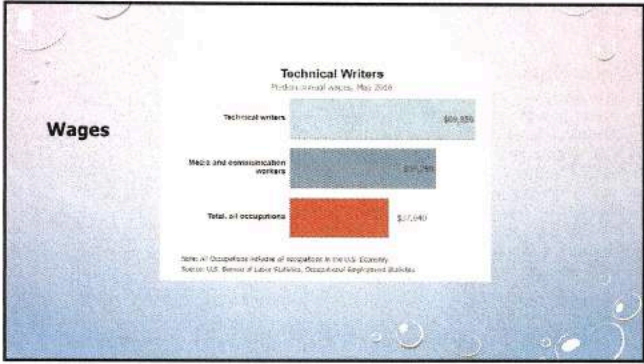
Tools Technical Writers Use

- Microsoft Word
- Adobe Reader
- Microsoft Excel
- Microsoft PowerPoint
- Snagit Editor / Snipping Tool
- Visio
- Regulus



Job Outlook for Technical Writers





Professional Organizations

- Society for Technical Communications (STC)
- American Medical Writing Association (AMWA)
- American Society of Quality (ASQ)

The image shows three logos: the Society for Technical Communications (STC) logo, the American Society of Quality (ASQ) logo, and the American Medical Writing Association (AMWA) logo.

