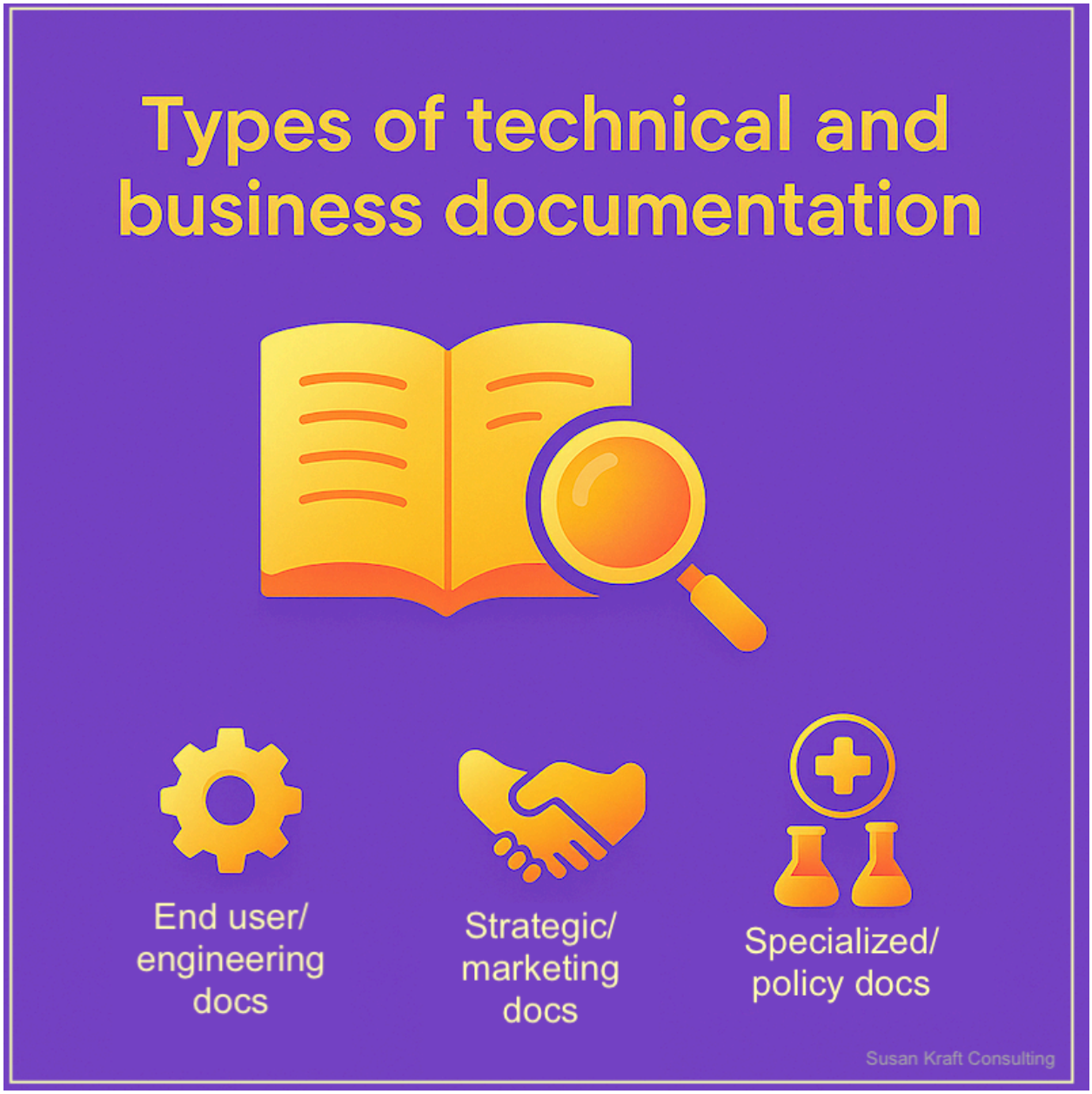

Why it matters

Docs are tools. Each type solves a different problem. Picking the right ones saves time, reduces support load, and improves your corporate reputation.

Core categories

End user and product docs

- User manuals: Full instructions.
- Quick start guides: Fast setup.
- Release notes: What changed.
- Troubleshooting: Fix common issues.
- Tutorials: Step by step tasks.
- API / SDK docs: Developer integration.
- Knowledge base / FAQ: Quick answers.

Internal and engineering docs

- SOPs: Repeatable processes.
- Project plans: Scope, timeline, owners.
- Architecture docs: System design.
- Technical specs: Requirements and blueprints.
- Code documentation: Inline explanations.
- Test plans and reports: Quality checks.
- Onboarding guides: For new hires.

Sales and marketing docs

- White papers: Research and persuasion.
- Case studies: Real world proof.
- Proposals and grants: Win funding or contracts.
- Brochures and datasheets: Quick features overview.

Specialized and regulated docs

- Medical and regulatory: Safety, compliance.
- R&D and engineering: Blueprints, protocols.
- Legal and governance: Contracts, policies.

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Cross-cutting dimensions

- Purpose: Tutorials, how to, reference, explanation.
- Format: Online, embedded, PDF, multimedia.
- Structure: Monolithic, topic based, component based.

Quick tips

- Match doc type to audience.
- Start with core end user docs, then add internal docs.
- Use topic based or component approaches for scalability.
- Keep docs updated.
- Build only what solves real problems.

Bottom line

Documentation is more than manuals. Choose the right mix for your users, your team, and your business stage.

Think of your doc set as a toolkit that includes guides, specs, proposals, test plans, etc. Each type has a clear purpose and audience.

Choosing the right combination saves time, improves user experience, and strengthens both internal operations and market reputation.

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