

Below is an outline for writing a procedure on how to replace a car windshield:

Research and Planning

1. Determine the purpose and scope of the project.
 - a. When you outline the scope of the article, specify which vehicles the procedure applies to and note any limitations or exclusions the customer should be aware of.
2. Identify the audience.
 - a. Determine who will use the documentation. In this case, you'll be writing for the average customer who has some potentially daunting, but ultimately solvable car troubles.
3. Conduct research.
 - a. Collect information from reliable sources, such as automotive repair guides and expert technicians. Refer to the car and windshield manufacturer's instructions if available.
 - b. Compile a list of tools and materials required for the windshield replacement.
4. Verify your research.
 - a. Reach out to a subject matter expert. Talk to professionals who have experience in replacing car windshields to double-check the information you've come across in your research.

Writing the Procedure

5. Choose a straightforward title. This will help users easily identify the article they need to get help. An example title might be "How to Replace a Car Windshield".
6. In your introduction, provide a brief overview of the procedure, including its importance and any relevant safety precautions.
 - a. Include personal protective equipment (PPE) requirements.
7. Provide the list of materials required for windshield replacement you collected in step 3.
8. Write out step-by-step instructions. This is the meat of your article, where you'll explain exactly what the customer should do to replace their windshield. Your sections should follow an outline like this:
 - a. Preparing for the windshield replacement procedure
 - b. Removing the old windshield
 - c. Preparing for the new windshield

- d. Installing the new windshield
 - e. Post-installation check
9. Include troubleshooting tips after explaining the procedure. Provide solutions for common issues that can arise during the replacement process.
 10. Provide guidance for long-term windshield maintenance and care.

Review and Testing

11. Conduct a peer review.
 - a. Have the procedure reviewed by experts to ensure accuracy and clarity.
12. Test the procedure by having someone follow it to replace a windshield, if possible.
13. Collect feedback from the testing phase and make necessary revisions.
14. Proofread your article. Check one more time for grammar, spelling, and punctuation errors.

Distribution and Updates

15. Publish the article in both digital and print formats.
16. Provide training sessions for customers.
17. Establish a process for customers to provide feedback on your documentation.
18. Periodically review and update the documentation to ensure it remains current and accurate.

By following this documentation process, you can create a detailed, user-friendly procedure for replacing a car windshield.