

INSTRUCTIONS MADE EASIER THROUGH ILLUSTRATION

Mopar, a trusted service, parts and customer care provider for FCA US LLC vehicle owners around the globe came to us for the creation of I-Sheets (installation sheets) for their aftermarket products. Mopar had three goals for the proposed I-Sheets:

- 1. Show how to install new products and accessories correctly the first time.
- 2. Make the I-Sheets understandable worldwide.
- Reduce the number of trouble-shooting calls to the service centers about the installation of those products.

Quell works directly with Mopar to validate an installation, illustrate processes to minimize copy for translation and design the I-Sheets. The I-Sheets are easy to follow, informative and clearly display instructions for the proper installation. To date, we have created more than 2,000 I-sheets.





