

Controlled ENGLISH

Controlled English (CE) is the new *lingua franca* (common language) for global product support. A **Controlled English** vocabulary is a subset of technical English, designed for mission-critical procedures and instructions. **Controlled English** uses 1% of the complex and growing English language. This control removes ambiguity, increases readability and enhances the usability of complex technical documentation.

A **Controlled English** dictionary has a 1,200-word “*basic*” vocabulary, to which product terminology is added.

A typical CE dictionary has 5,500–8,500 entries. In comparison, English has 850,000+ terms and is growing each day.

Technical manuals and instructions written in **Controlled English** are clear, concise, consistent and ideal for global product support and web services.

Controlled English uses a simplified set of grammar rules, designed to be easily understood by readers in 131 countries. The **Controlled English** texts are easier to translate into other languages.

In this age of globalization, Internet and high-technology products, **Controlled English** can dramatically reduce the cost of product support and at the same time, improve customer satisfaction.

(Sorry, CE is not suitable for poetry or literary prose.)

How to Implement Controlled English

Most technical products and services can benefit from a controlled language. Here are the steps.

- **Identify** the area of written communication.
- **Use** the **SMART Text Miner** to rapidly identify product terminology for the CE dictionaries.
- **Use** the **MAXit Checker** software to enforce the simplified grammar rules and control the texts to the **Controlled English** dictionaries.
- **Teach** the technical writers, authors and content creators how to use **Controlled English**.

Most of the work for a successful **Controlled English** program is done electronically. The **MAXit Checker** interactively reads the text and makes suggestions. This online critique uses 8,500+ rules that show the errors in 40 messages.

MAXit is available for WORD2000/2, Adobe FrameMaker, Arbortext Epic, Corel XMetal for XML, QuickSilver and other electronic publishing tools.



Text Mining for Terminology

The **SMART Text Miner** is a sophisticated software tool that reads texts and finds terminology.

Controlled English results ...

The red panel light shouldn't have been illuminated.

Text in CE: The red light on the panel must not illuminate.

Clarity • Consistency • Accuracy • Simplicity

For more information about our software or services contact:

SMART
COMMUNICATIONS, INC.

www.smartny.com

909 Third Ave, 5th Floor,
New York, NY 10022 USA
Tel: +1(212) 486-1894 -5GMT
Email: info@smartny.com