

*The Effectiveness of Hyster-Yale Assembly Instructions:
An exploratory Study on Content Presentation, Usage and
Improvement Avenues*



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Abstract

The study reported in this paper investigates the effectiveness of Hyster-Yale assembly instructions by conducting an explorative study on content presentation usage and improvement avenues. In cooperation with RAAK who aim to deliver flexible work instructions, the Operational Method Sheets (OMS) of Hyster-Yale, an international heavy lift truck company are being systematically analyzed on multimodal features and further tested for effectiveness in its specific context. Aiming to develop the field of multimodality and contributing to empirical grounding a mixed methods research was conducted, including a qualitative semi-structured interview and a quantitative observational study with operators (N=2) at Hyster-Yale. Results of this investigatory research suggest that operators are generally satisfied with the given OMS but tend to deviate from the presented instructions, especially in terms of action sequence. Future alterations on these instructions should reflect the educational purpose the instructions have in the company and investigate the effectiveness of the given instructions on non-experts.