RPG Project Documentation How-To

Capturing an installation on site

This guide is for project engineers, applications engineers and RPG ServiceLine technicians who commission or service RPGMotor Works motors at customer sites. It explains how to collect the photos, data and approvals Marketing needs to turn a finished installation into a project sheet that sales can use.

BEFORE THE VISIT

- Check with the account manager that the customer is open to a project sheet, and whether an existing publicity agreement already covers it.
- Download the latest release form (MKT-PD-02) and the photo checklist from the intranet.
- Charge your phone or camera and clear enough storage for at least 50 full-resolution photos.
- Ask the site contact about photography rules. Many plants restrict cameras, and some require a permit or an escort.
- Bring a lint-free cloth and a small torch. A clean housing and an evenly lit nameplate make the biggest difference to how usable your photos are.

PHOTO CHECKLIST

Take every photo at the highest resolution your device allows. Don't use digital zoom, filters or portrait mode. Shoot in landscape orientation unless the subject is tall and narrow.

- A wide shot of the full machine or line, showing where the motor sits in the process.
- A medium shot of the installed motor, with the RPGMotor Works nameplate visible.
- A close-up of the nameplate, taken square on, so the model and serial number can be read.
- The machine running, if it's safe to photograph, ideally with an operator wearing the correct PPE.
- Any custom work: special mounting, shaft, cabling, encoder or enclosure.
- The control cabinet or drive, if we supplied it.
- Before photos, where we replaced another manufacturer's motor.

PHOTO DOS AND DON'TS

- Do clean the motor and the area in frame before you shoot. Wipe off oil and dust, and remove tools, rags and packaging.
- Do check that guards are closed and that anyone in frame is wearing the PPE the site requires.
- Don't photograph screens showing recipes or production data, whiteboards, documents or people's faces without permission.
- Don't include competitor equipment, and don't show the customer's logo unless they've agreed to be named.
- Don't stage anything unsafe for a better angle. No open guards, no reaching into the machine.
- Do take a few shots from slightly different heights and angles. Marketing would rather choose from ten good photos than try to rescue one.

FILING YOUR PHOTOS

Name files with the project number and a short description, for example P24-0381_nameplate.jpg. Upload the original files, not copies compressed by a messaging app.

If the site won't allow photography, say so on the form. Marketing can often work from the customer's own approved images or from CAD renderings of the machine, as long as the customer releases them to us.

Data, approval and handover

Photos show what we did. Data shows why it mattered. A project sheet without numbers is hard for a sales rep to use, so record everything you can measure or the customer is willing to confirm.

DATA TO CAPTURE

- Customer industry, application and location (city and country).
- Product family, model numbers and quantity installed, for example 12 RoboTorq® joint motors.
- The problem the customer needed to solve, in their own words where possible.
- Key operating values: speed, torque, duty cycle, ambient temperature and IP rating.
- Results compared with the previous solution: cycle time, energy use, noise, uptime or maintenance intervals.
- Commissioning date and total project duration.
- Any DriveSense® monitoring installed, with the baseline readings taken at startup.
- Names and roles of the RPGMotor Works team members involved.

HANDLING NUMBERS HONESTLY

Only record results you measured or the customer gave you, and mark estimates clearly as estimates. Marketing won't publish a figure that can't be traced back to a source on the form, and won't round numbers up to make them sound better.

- Before and after figures must use the same units and measuring conditions. Note the conditions on the form, for example 'measured at full load, 40 °C ambient'.

CUSTOMER APPROVAL

We never publish a customer's name, logo, site photos or data without written approval. Approval happens in two steps.

- Step 1: on site, the customer's authorized contact signs release form MKT-PD-02. This allows us to take photos and draft a project sheet. It does not allow publication.
- Step 2: Marketing sends the finished draft to the customer through the account manager. Publication needs the customer's written approval of that exact text and those images.
- If the customer asks for changes, Marketing makes them and sends the revised version back for approval.
- If the customer declines, the material stays internal and is marked 'not for external use' in the asset library.

Some customers can only approve through their legal or communications department, which can take several weeks. Start the conversation early, and keep the account manager informed so the customer hears one consistent request rather than several.

SUBMITTING THE PACKAGE

- Complete the Project Documentation form on the intranet within five business days of commissioning.
- Attach the photos, the signed release and any data sheets or test reports.
- Add the account manager and the division product manager as reviewers.

WHAT HAPPENS NEXT

Marketing drafts the project sheet within 10 business days and asks you to check the technical details. After customer approval, the sheet goes into the asset library, where sales reps and channel partners can find it by industry, product family and region. Engineers who submit a published project are credited by name on the internal version.