

HOW TO ACHIEVE CONTRACT SIMPLIFICATION

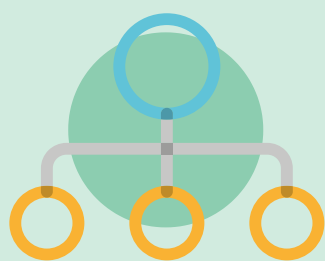
User-Centered Design Process

Step 1: Select applicable content or clauses

Step 2: Determine intended audience and align with clauses

Step 3: Select design

Step 4: Perform user testing



Structure

- Structure simplification is about identifying clauses by heading
- Layering information from macro- to micro-view
- Organize content logically based on user groups



Language

- Incorporate Plain Language principles
- Write for the audience
- Remove unnecessary jargon, legalese, and wordiness
- Use proper grammar



Visualization

- Integrate information design principles
- Use icons
- Use visualization
- Balance text with images
- Depict inter-related terms in one graphic
- Visualize contracts and about contracts



Simplified Contract Document

User-Friendly

Users Can **Find**, **Read**, **Understand**
and **Use** the Information



Doctoral Dissertation -

User-centered design: A key to contract simplification

By: Milva Finnegan

Available at: <http://urn.fi/URN:ISBN:978-952-476-952-5>

Copyright Karhu, LLC - karhuconsulting.com