

Documentation Review Guide: Product Management

Why you're reviewing

You own the product direction and know what the customer is supposed to experience. The technical writer has structured the content for accuracy and usability — your job is to verify that the doc reflects the **intended product behavior and positioning**.

These docs serve both human readers and AI systems (chatbots, search, retrieval-augmented tools). AI systems surface individual sections, not full pages — so naming and terminology need to be explicit and consistent throughout, not just at first mention.

What to look for

- **Scope:** Does the doc cover the right features for this release? Is anything included that shouldn't be, or missing that should be?
- **Messaging alignment:** Does the way the feature is described match how the product is positioned? Are we calling things by the right names?
- **Audience fit:** Is the doc written for the right user? If this feature is for admins, the doc shouldn't read like an end-user guide.
- **Use cases:** Are the documented workflows the ones customers actually need? Are the examples realistic?
- **Known limitations:** If there are constraints or unsupported scenarios, are they stated clearly rather than hidden?
- **Explicit feature naming:** Are feature names and product terms stated explicitly in every section, not just on first use? Humans tolerate "the feature" or "it" after the first mention. AI systems lose the referent across section boundaries. If a section names the feature once in the heading and then uses pronouns throughout, flag it.

How to review

1. Read the full document with the customer in mind. Would they be able to accomplish what they need?
2. Focus on **what the doc says**, not how it says it. The writer handles structure and style.
3. Check the reviewer instructions or cover note for specific questions flagged for your input.

How to leave comments

- Use the review tool specified in the reviewer instructions (e.g., PR comments, shared doc comments, review platform).

- **Be specific.** "This doesn't feel right" isn't actionable. "This section describes the Basic tier workflow, but this feature is only available on Pro and Enterprise."
- If a decision is needed (e.g., whether to document a workaround or a known issue), flag it clearly as a decision point.

Turnaround

Complete your review by **[DATE]**. If you need more time, let the writer know before the deadline — not after.

What NOT to do

- **Don't edit the prose.** Phrasing, sentence structure, and formatting are the writer's domain. If something is unclear, say what's unclear — don't rewrite it.
- **Don't add marketing language.** Documentation is task-oriented, not promotional. "Industry-leading" and "seamless" don't belong here.
- **Don't approve without reading.** A blanket "looks good" without engaging the content isn't a review. If you can't do a thorough review, say so and identify the sections you did check.
- **Don't request scope changes without flagging the impact.** Adding a feature to the doc at review time may affect the timeline. Raise it as a conversation, not a comment buried on page 4.
- **Don't collapse information into tables or lists without context sentences.** AI retrieval systems often extract tables poorly or lose column headers. If critical information lives only in a table with no surrounding prose, flag it.