Foreword

We at Autodesk understand better each day that while we are obviously a software developer and publisher, we are really in the "Customer Performance Improvement" business. This is the value proposition that you, our customer, ultimately seek. Don't we all? Delivering on this proposition requires that we provide two key deliverables to you:

1. Great software technology with the right features.

2. The support you need so you can use Autodesk software effectively in your job with improved performance and productivity.

Our product designs have always been user-centric and driven by what you need to continuously improve productivity. AutoCAD 2002 sets a new standard for user productivity. This is the AutoCAD that users and managers alike asked for — and more. Most of the new features and enhancements came from the ultimate source, customer requests, and for the ultimate purpose: improving the performance and productivity of you and your team.

But creating great software based solely on your feedback is not enough. Autodesk's commitment to increasing productivity requires that we go beyond what our customers ask. We're always searching for new performance-enhancing innovations — even if they fall outside the scope of current software features, and even if you haven't thought to ask for them. Our focus, like yours, is on results. If it works, if it enables you to be more successful and achieve better results, we'll go there. So in addition to specific software enhancements, we are focusing more on supporting the entire process of collaborative design. We are "digitizing the design process" and enabling more effective use of the Web in order to simplify the complexities of collaborative design.

Yet, introducing these innovations also poses new challenges, namely learning how to use and effectively apply these enhancements. We have done much to address these challenges both within AutoCAD 2002 and with new offerings such as AutoCAD Today and Autodesk Point A Web resources. However, the real solution must be more than what Autodesk alone can provide, hence the critical role of the Autodesk virtual community. We are therefore particularly grateful to Ellen Finkelstein for having written such a comprehensive and reliable guide to AutoCAD 2002, and to the good people at Hungry Minds for making this so widely available. Following the great success of the *AutoCAD 2000 Bible,* this new book draws upon lessons learned through constructive feedback from readers.